



RETURN BIDS TO:

RETOURNER LES SOUMISSIONS À:

**Bid Receiving Public Works and Government
Services Canada/Réception des soumissions Travaux
publics et Services gouvernementaux Canada**
Pacific Region
401 - 1230 Government Street
Victoria, B.C.
V8W 3X4
Bid Fax: (250) 363-3344

**SOLICITATION AMENDMENT
MODIFICATION DE L'INVITATION**

The referenced document is hereby revised; unless otherwise indicated, all other terms and conditions of the Solicitation remain the same.

Ce document est par la présente révisé; sauf indication contraire, les modalités de l'invitation demeurent les mêmes.

Comments - Commentaires

**Vendor/Firm Name and Address
Raison sociale et adresse du
fournisseur/de l'entrepreneur**

Issuing Office - Bureau de distribution
Public Works and Government Services Canada -
Pacific Region
401 - 1230 Government Street
Victoria, B. C.
V8W 3X4

Title - Sujet FOOD SERVICES - ALBERT HEAD	
Solicitation No. - N° de l'invitation W2B03-170107/A	Amendment No. - N° modif. 007
Client Reference No. - N° de référence du client W2B03-170107	Date 2017-03-08
GETS Reference No. - N° de référence de SEAG PW-\$VIC-246-7150	
File No. - N° de dossier VIC-6-39117 (246)	CCC No./N° CCC - FMS No./N° VME
Solicitation Closes - L'invitation prend fin at - à 02:00 PM on - le 2017-03-22	
Time Zone Fuseau horaire Pacific Daylight Saving Time PDT	
F.O.B. - F.A.B. Plant-Usine: <input type="checkbox"/> Destination: <input checked="" type="checkbox"/> Other-Autre: <input type="checkbox"/>	
Address Enquiries to: - Adresser toutes questions à: Kobenter, Hélène	Buyer Id - Id de l'acheteur vic246
Telephone No. - N° de téléphone (250) 508-7491 ()	FAX No. - N° de FAX () -
Destination - of Goods, Services, and Construction: Destination - des biens, services et construction:	

Instructions: See Herein

Instructions: Voir aux présentes

Delivery Required - Livraison exigée	Delivery Offered - Livraison proposée
Vendor/Firm Name and Address Raison sociale et adresse du fournisseur/de l'entrepreneur	
Telephone No. - N° de téléphone Facsimile No. - N° de télécopieur	
Name and title of person authorized to sign on behalf of Vendor/Firm (type or print) Nom et titre de la personne autorisée à signer au nom du fournisseur/ de l'entrepreneur (taper ou écrire en caractères d'imprimerie)	
Signature	Date

THIS DOCUMENT CONTAINS A SECURITY REQUIREMENT

Amendment No. 007 issued to:

1) Publish answers to additional enquiries received from potential bidders (Q&As):

Q#	Question	Answer
01	<p>Mandatory Technical Criteria Part 4. Hygiene and Sanitation: a) Bidder must submit with its bid a minimum of three (3) Hygiene and Sanitation reports from a qualified federal or provincial or territorial or municipal inspector.....</p> <p>Our company provides catering services to forest fire camps with numbers ranging from 50-600 people. Because of the nature of the forest fire industry, our camps are in remote locations and only set up for 2-6 weeks. We regularly receive inspections from the BC health authorities but we do not receive official Hygiene and Sanitation reports because there is no fixed address associated with the camps.</p> <p>My question is: In order to meet the above mentioned Mandatory Technical Criteria, is a letter of recommendation from various provincial inspectors who have visited our work sites considered acceptable?</p>	<p>Yes, provincial inspectors will be acceptable, as it would be unfair to restrict access to companies due to the nature of their previous work history.</p> <p>Remark: This response was published on 2017-01-10 on www.buyandsell.gc.ca/tenders (see Amendment 002)</p> <p>Mandatory Technical Evaluation Criteria grid under section 4.1.2.1 has been updated accordingly.</p>
02	<p>Is the Request for Proposal (RFP) available in word format?</p>	<p>RFP is available in PDF format only, as published on www.buyandsell.gc.ca/tenders</p>
03	<p>I am unable to download the :</p> <p>ANNEX "H" - DND FOOD NATIONAL STANDARDIZED CYCLE MENU (NSCM)</p> <p>ANNEX "I" – DND NSCM RECIPE BOOK</p> <p>If possible can you please attach these documents in an email.</p>	<p>These two annexes files in excel format were published on www.buyandsell.gc.ca/tenders as separate attachments on 2016-12-22 (Amd 001), then re-published as Zip Folders on 2017-01-31 (Amd 004) to maintain the hyperlinks between the two files. CD-ROM were also mailed to all Bidders who attended the Mandatory Site Visit</p>

Q#	Question	Answer
04	<p>The Federal Tendering process is new to our company. We are looking to learn as much as possible to further better our chances in the future to be successful applicants of Federal tenders.</p> <p>We will be seeking feedback on our submitted bid. However if we do not meet the Mandatory Technical Criteria i.e. Hygiene and Sanitation Reports, will any portion of our Bid be evaluated and feedback offered? If so, exactly what sections of the bid will be evaluated and feedback offered?</p>	<p>Following the award of a contract, a debriefing will be provided to Bidders upon request to allow them to improve their future documents. A written debriefing is usually done in the form of a Regret Letter that is sent out to each unsuccessful Bidder.</p> <p>Within the limits expressed at section <u>7.45 Disclosure of information</u>, a debriefing will include the following, as applicable:</p> <ul style="list-style-type: none">a) The name of the successful Bidder;b) the total estimated cost of the contract;c) the total evaluated price of the successful bidder, and the total score, if applicable;d) very general information on the relative strengths of the successful bid, ensuring that confidential and commercial information is not divulged; ande) an outline of the reasons the bid of the bidder being debriefed was not successful according to the evaluation criteria and selection methodology advertised in the solicitation. In addition, scores achieved on all rated criteria will be provided with sufficient detail for the bidder to understand why those scores were assigned.
05	<p>For further clarification, as per Part 4 of the Solicitation, if the submitter's bid does not meet all mandatory criteria then the bid will be determined non responsive and therefore will not receive an evaluation of the technical criteria. Correct?</p>	<p>A technical bid which does not meet all the mandatory technical evaluation criteria will be deemed non-responsive and given no further consideration in the process but Bidders will still be provided with scores achieved on all rated criteria listed in section 4.1.2.2 so that Bidders may improve their future documents.</p>
06	<p>Is there a menu for the RFP as we cannot find anything in the document?</p>	<p>See Q# 03.</p>

Q#	Question	Answer
07	It states in Part 5, subsection 5.1.1 that bidders must supply a Declaration of Convicted Offences. After reading the corresponding Ineligibility and Suspension Policy, I am unable to determine the paperwork necessary to complete this declaration. Can you please clarify how we complete this section?	<p>Refer to Section 01 of the 2003 (2016-04-04) Standard Instructions – Goods or Services – Competitive Requirements; and</p> <p>Consult section d. of section 4.45 titled Integrity Provisions of the Supply Manual at https://content.buyandsell.gc.ca/policy-and-guidelines/supply-manual/section/4/45 for additional information; and</p> <p>View the “Information bulletin: Required information to submit with a bid or offer” effective February 23, 2017 at http://www.tpsgc-pwgsc.gc.ca/ci-if/bulletins/renseignements-information-eng.html</p> <p>Above references include a link to the Integrity Declaration Form PWGSC-TPSGC (04/2016) (http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html) which Bidders must complete and submit with their bid, as applicable.</p>
08	In subsection 5.2.1 Integrity Provisions – Required Documentation - it states the Bidder must provide the required documentation, as applicable, to be given further consideration in the procurement process. It does not state specifically what the required documentation is, can you please clarify.	Refer to section 17 of the Ineligibility and Suspension Policy (link provided in section 5.2.1: http://www.tpsgc-pwgsc.gc.ca/ci-if/politique-policy-eng.html)

Q#	Question	Answer
09	<p>In Part 7, Subsection 7.3.1 (1.) - It states that we must have a valid Designated Organization Screening (DOS) - and in those requirements it states we must have an approved sponsor which may include:</p> <ol style="list-style-type: none">1. A federal government procurement officer;2. A federal government security officer;3. A federal government project officer. <p>May we request to use you as our sponsor on the application?</p> <p>Subsection 7.3.1 (2.) states that we must hold a Reliability Status – In the DOS application it asks if we are applying for Reliability Status – Please clarify that by filling out the DOS application and stating in application that it is for reliability status that it will cover requirements of both sections 7.3.1 (1 and 2).</p> <p>Subsection 7.3.1 4. (a) states Security Requirements Check List and security guide (if applicable), attached at Annex D; - this annex does not appear to be in the RFP — Annex D in posted RFP only refers to Dispersed Feeding Record.</p> <p>Can you please forward the security requirements check list?</p>	<p>The PWGSC Contracting Authority can sponsor the DOS application of Bidders, as applicable.</p> <p>Level of personnel security screening required is Reliability Status as per section 10 a) of the Security Requirement Check List (SRCL).</p> <p>The SRCL can be found in Annex D of the RFP</p> <p>A revised copy of SRCL is attached at Annex D with added note to block 10b from DND stating that “UNSCREENED PERSONNEL MAY ONLY ACCESS PUBLIC/RECEPTION ZONES” just to make it clear that they cannot (unscreened) enter their operational and higher zones.</p> <p>Annex D titled “Dispersed Feeding Record” forms part of the DND Food Safety and Defense Program at Annex F of the RFP.</p>
10	<p>I have contacted the Industrial Security Program to inquire further about the security requirement. I was informed that the contracting authority can serve as a sponsor.</p>	<p>See Q# 09</p>
11	<p>In Annex “B” Basis of payment it states that bidders must submit using the supplied tables, and in 4.1.3.1 a) states GST must be shown separately.</p> <p>There is no column in supplied tables / or another table that I could see that is available for GST. Can you clarify how GST is to be shown?</p>	<p>Pricing submitted at Annex B must not include Applicable Taxes.</p> <p>Section 4.1.3.1 of the RFP has been amended accordingly.</p> <p>Annex B readily states that Applicable Taxes (GST/HST) are extra.</p>

Q#	Question	Answer
12	<p>5.2.2 Federal contractors for employment equity – bid certification</p> <p>The last paragraph states “<i>the bidder must provide the contracting authority with a completed annex <u>Federal Program for Employment Equity – Certification</u> before contract award</i>”.</p> <p>I am presently on the Doing business with Government of Canada (https://buyandsell.gc.ca/for-businesses/seminars-and-events) webinar and she stated that companies must have 100 or more employees to receive this –</p> <p>Does this mean we cannot bid as although we do not have 100+ employees / we are fully capable of fulfilling the contract if our bid is successful</p>	<p>This is referring to Annex K to Part 5 of the Bid Solicitation - Federal Contractors Program for Employment Equity – Certification.</p> <p>The Federal Contractor Program (FCP) page of the ESDC link provided in section 5.2.2 of the RFP states the following</p> <p><i>The Program applies to non-federally regulated contractors that:</i></p> <ul style="list-style-type: none">• <i>have a combined workforce in Canada of 100 or more permanent full-time and permanent part-time employees; and</i>• <i>have received an initial federal government goods and services contract, a standing offer, or a supply arrangement valued at \$1 million or more (including applicable taxes).</i> <p>For additional information on the Federal Contractors Program please review the information published on the ESDC website using the link provided in section 5.2.2 (https://www.canada.ca/en/employment-social-development/programs/employment-equity.html), or contact ESDC directly.</p>

Q#	Question	Answer
13	<p>In Mandatory Technical Criteria section 4. Hygiene and Sanitation:</p> <p><i>“Bidder must submit with its bid a minimum of three (3) Hygiene and Sanitation reports from a qualified federal or provincial or territorial or municipal inspector from contracts either run by the applicant company or where the owner of the applicant company had been in a management role.”</i></p> <p>As a corporation, we have only been inspected 2 times which were both for permit approval and 1 time where the provincial inspector showed up after food service was complete and we were on clean up.</p> <p>We have requested that both in BC and Alberta that we receive an inspection however since we are considered low risk, they will not come to inspect in time to supply the reports in our bid.</p> <p>Both our Site supervisor alternate and our Kitchen supervisor not only hold advanced food safe, but are also registered food safe trainers.</p> <p>Will the permit inspection reports along with proposed individual certification meet the requirement of Hygiene and Sanitation?</p>	<p>Criterion 4 a) pertains to the Bidder/Company experience. This is different from the proposed individual certification that is being evaluated under Criteria #1 (Site Manager) and #2 (Kitchen Supervisor).</p> <p>Canada requires Bidders to submit with their bid a minimum of three (3) Hygiene and Sanitation Reports. As clarified in RFP Amd 002 published on 2017-01-10, Canada will accept reports from BC Health Authorities (or their equivalent in another Canadian province or territory).</p> <p>Criterion 4 a) has been revised accordingly.</p>
14	<p>Page 13 Section 4.1.2.1 MANDATORY TECHNICAL CRITERIA 5. APPROACH AND METHODOLOGY a) and b)</p> <p>States that the <i>“a) Food services standard operating procedures... and b) written comprehensive hygiene...”</i> are only to be submitted upon request from the contracting authority. I just want to insure that removing these sections from the bid and simply stating <i>“yes”</i> under <i>“complies”</i> will be acceptable and not render the bid non-responsive.</p>	<p>A <i>“Yes”</i> statement at time of bid closing will suffice to confirm the Bidder’s acceptance to comply with this mandatory technical requirement. Failure to submit this information within three (3) calendar days upon a request from the Contracting Authority will render the bid non-responsive.</p> <p>Evaluation grid 4.1.2.1 has been updated accordingly.</p>

Q#	Question	Answer
15	<p>ANNEX J – Electronic Payment Instruments</p> <p><i>I wanted to confirm that the correct method of completing this section is simply by selecting the preferred method of payment? Do we need to also include banking information for the selected method? i.e. account number etc. for direct deposit.</i></p>	<p>If willing to accept payment of invoices by Electronic Payment Instruments, Bidders are only required to complete Annex J. The Contractor will provide its banking information directly to DND after contract award.</p>
16	<p>5.2.1 Integrity Provisions - Required Documentation</p> <p>I visited the Ineligibility and Suspension Policy website indicated in the solicitation but I am not certain what the required documentation is. If you could provide me with further guidance regarding this section that would be wonderful.</p>	<p>See Q# 08</p>
17	<p>I have attached a copy of the letter provided by our insurance company outlining the coverage that will be granted to our company.</p> <p>Further, we also have the automobile liability insurance outlined in C.2 through a different insurance company therefore that portion is not shown in this letter.</p> <p>I wanted to confirm with you that this letter will suffice for the bid.</p>	<p>Canada will not evaluate or provide comments on documentation prepared by Bidders regarding a tender that is currently active on https://buyandsell.gc.ca/procurement-data/tenders</p> <p>The letter must state that Bidder, if awarded a contract as a result of the bid solicitation, can be insured in accordance with the Insurance Requirements specified in Annex C.</p> <p>If the Bidder uses several insurance companies to meet these requirements, he/she will then need to provide a letter from each company.</p> <p>As specified in section 6.3.1, If the information is not provided in the bid, the Contracting Authority will so inform the Bidder and provide the Bidder with a time frame within which to meet the requirement.</p>

Q#	Question	Answer
18	<p>In Part 5 Section 5.1.1 Based on Integrity Certifications to be submitted with the bid, your RPF says that Bidders must certify to the following when submitting a bid:</p> <ul style="list-style-type: none">a. it has read and understands the <i>Ineligibility and Suspension Policy</i>;b. it understands that certain domestic and foreign criminal charges and convictions, and other circumstances, as described in the Policy, will or may result in a determination of ineligibility or suspension under the Policy;c. it is aware that Canada may request additional information, certifications, and validations from the Bidder or a third party for purposes of making a determination of ineligibility or suspension;d. it has provided with its bid a complete list of all foreign criminal charges and convictions pertaining to itself, its affiliates and its proposed first tier subcontractors that, to the best of its knowledge and belief, may be similar to one of the listed offences in the Policy;e. none of the domestic criminal offences, and other circumstances, described in the Policy that will or may result in a determination of ineligibility or suspension, apply to it, its affiliates and its proposed first tier subcontractors; andf. it is not aware of a determination of ineligibility or suspension issued by PWGSC that applies to it. <p>Can you confirm if you don't have any offenses to declare that it would sufficient to include text declarations based on a-f or if there is a specific form or format you would prefer to facilitate the evaluation of mandatory requirements such as:</p> <p>http://www.tpsgc-pwgsc.gc.ca/ci-if/declaration-eng.html Or http://www.tpsgc-pwgsc.gc.ca/ci-if/documents/formulaire-form-eng.pdf</p>	See Q# 07
19	Re <i>Ineligibility and Suspension Policy</i> . Please clarify what documentation Bidders are expected to submit with their bid.	See Q# 07

Q#	Question	Answer
20	<p>Are we going to receive a working copy of the National Standardized (4-week) Cycle Menu (NSCM) and of Production Control Chart (PCC) document (Annex H) before the bid solicitation closes?</p> <p>This was discussed at the mandatory site visit.</p> <p>This is important in terms of figuring out food costing.</p>	<p>See Q# 03</p>
21	<p>Re Reception Service Charge Section 2.2 b) of Annex A – Statement of Work states an estimated requirement for nine (9) receptions per year while Table 5 at Annex B states an annual forecast of ten (10) receptions. Please clarify.</p> <p>Also, the calculation of the evaluated total for each line item of Table 5 does not include consideration for the estimated number of diners/personnel strength.</p>	<p>The estimated annual forecast is for ten (10) receptions as per section 2.2 b) of Annex A and forecast break-down provided in Table 5</p> <p>The formula used for calculating the Evaluated Total for each line item has been revised From: $(c) * [(d)+(e)+(f)]$ To: $(a) * (c) * [(d)+(e)+(f)]$ See revised Annex B attached.</p> <p>Bidders are not required to re-calculate values submitted in the Evaluated Total column for their financial bid to be given further consideration.</p> <p>Bidders who do not wish to revise their pricing are only required to confirm their acceptance of the revised evaluation methodology by submitting a signed copy of this solicitation amendment (Amd 007) with their bid, in accordance with the mandatory requirements detailed in section 4.1.1 (a)</p>
22	<p>Is a Police Vulnerable Sector Check (PVSC) required?</p>	<p>Please note that the Bidder's proposed personnel does not require a Police Vulnerable Sector Check (PVSC).</p> <p>All proposed personnel must meet the security requirements detailed in Part 6 - Security, Financial and Other Requirements, and Part 7 - Resulting Contract Clauses.</p>
23	<p>Can the Contractor hire students to perform some of the work? Can Contractors submit applications for personnel security clearance for individuals age 16+? If not, what is the minimum age eligibility</p>	<p>Someone at the age of 16 is able to obtain a personnel security clearance. If the person is under the age of 18, they will require their guardian(s) to sign the application forms with them.</p> <p>The minimum age for eligibility depends on the province the person is residing as this will dictate the age in which a person can be employed.</p>
24	<p>How often does PMED inspection the facility</p>	<p>Monitoring and Verification Matrix Once every month (Health Services to determine)</p>

Q#	Question	Answer
25	Is there an Emergency preparedness Menus	The contractor is to utilize the BBQ that is outside in case of an emergency i.e. Power outage during meal hours.
26	What is the procedure for power outage?	<p>Standard Operating Procedure (SOP) Power Outage</p> <ul style="list-style-type: none"> Contractor to contact FSI and report the Power Outage. FSI to call RP Ops of the Power Outage and request that the equipment is reset as well as light the gas stoves. If there is any spoilage the contractor to file an incident report of the loss and cost. Take pictures of the spoiled product
27	Contractor to use paper products when dish washer is down, does DND cover the cost of the paper products?	<p>2.4 Scope of Services</p> <p><i>The Contractor must provide catering services (food and labour) to DND at Albert Head by:</i></p> <p><i>a. purchasing and maintaining rations, paper products (minimum 30% post-consumer recycled content, where possible), cleaning supplies (green cleaning products e.g. eco labelled or Green Seal-certified products, where possible), with the exception of cleaning and dishwasher chemicals provided by DND;</i></p> <p>Since the equipment at Albert Head is DND asset and when/ if the power goes off line then DND will provide paper products to mitigate the impact to the diner and Food Services provided by the contractor.</p>
28	Due to power outage, if there is food spoilage who and how is the loss covered? What action must be taken?	<p>Contractor to inform DND rep, who will contact CE/RP Ops to have it rectified soonest. If loss occurs, it needs to be documented, with item quantity and pricing, so DND can be billed for the spoilage.</p> <p>PRP 2.2.1.1 - Storage Temperatures. Refrigerator and freezer charts must be completed during every shift. If it is determined that refrigerator or freezer units are not maintaining the required temperature standards, an assessment must be made to determine if the food has entered the temperature danger zone (above 4°C (40°F)). If food has entered the temperature danger zone, hold food for disposal in a separate location until authorized disposal (PMed) - Label food – DO NOT USE – FOOD SAFETY ISSUE. Record all results as per Annex C.</p>
29	The cost of the Compost Container, are they covered by DND or the contractor?	Covered by the DND, Ellice Recycle has the contract for waste removal.

Q#	Question	Answer
30	Is there a cycle menu for Desserts and Box Lunches provided to the contractor?	APPENDIX 5: THREE WEEK BOX LUNCH CYCLE MENUS
31	What is the requirement for a Vegetarian Box Lunch?	Appendix 2: <i>Vegetarian box lunches must contain a minimum 23-29 grams of protein, which can be achieved in a variety of ways including protein sandwich replacements (e.g. egg salad sandwich), salads (e.g. bean salad), and snacks (e.g. nuts, cheese).</i>
32	Phone /internet/fax – are they provided for contractor in the office? Or does the contractor need to arrange for own phone service?	5.6 (b) Miscellaneous (revised) Internet Services and Long Distance Telephone Charges: The Contractor is responsible for its own internet arrangements and for any long distance telephone charges associated with the operation of the food services or made by its personnel
33	Will there be a stamp provided for the Box Lunch/ Lunch Bags?	A stamp will be provided by DND, which will include the following: CANADIAN FORCES BOX LUNCH UNIT: _____ DATE OF ISSUE: _____ PACKED BY: _____ PERISHABLE FOOD – KEEP COOL Section 4.1.1 c of the Statement of Work at Annex A has been updated accordingly
34	3rd Choice on the Menu- This is up to the contractor to select, but what are the parameters? Can it be leftovers? Does it need to be a New/Fresh menu choice? Do we specify at all?	The 3 rd choice is a fresh product. Refer to Comment on cell for Third Choice from NSCM CD provided which reads: <i>This choice is input by the unit.</i> <i>Things to consider:</i> 1. Menu mix 2. Requirements for Dispersed meals 3. Diner preferences for more Beef choices <i>Ref: FSM Ch 2 - Choice and Quantity</i>

Q#	Question	Answer
35	Portion Size Standards- are they clearly stated in the docs provided? (ex 250 ml soup – as the default on the PCC)	<p>Diner entitlement is set out in Appendix 2 and 3.</p> <p>Serving sizes must meet Standard Portion Sizes detailed in Appendix 4 – Minimum Portion Size Standard</p> <p>Preparation of food and prepared products must be in accordance with the <i>Food Safety Code of Practice for Canada's Foodservice Industry</i>.</p>
36	Hearty Soup- Can that be changed by the Contractor? What does the menu on the tender document say about changes?	<p>Ref: Comment Box Heartier Soup</p> <p>These heartier soup selections are only a guide. Units may integrate their own heartier soup selections, either made in-house or purchased/pre-made. One hearty choice (may be pre-prepared) e.g. chowder.</p>
37	Is use of Annexes H (menus) and I (Recipes) mandatory?	<p>The use of these cycle menus is mandatory. It is a DND-wide requirement for Government funded diners.</p> <p>Bidders must comply with these cycle menus except for selected choices as specified in Annex H.</p> <p>The Bidders' financial proposal must be based on these menus and recipes and the minimum portion sizes set out in Appendix 4.</p> <p>Bidders must carefully review all the Information Sheet tab provided in Annex H. Bidders need to right-click on each item to read comments/directions, and on the drop-down boxes within each Weekly Menu Table to review allowable choices.</p> <p>One cannot change any of the coloured starches. Vegetables: orange vs. green reflect the Healthy Canadian Food Guide.</p>
38	What is the Regional Choice? Who sets it?	The contractor sets the Regional Choice (Chef's choice) – as per NSCM disks provided.
39	What is the 3 rd Choice? Who sets it?	3 rd /Regional choice was left blank – set by the Contractor. See Q34
40	What is the Chef's Choice? Who sets it?	Chef's choice (aka 4 th choice) is completely at the discretion of the Contractor – if they wish to offer one, this can utilize a leftover or for add variety. This is optional (which is why it is not on the NSCM disk provided).

Q#	Question	Answer
41	Can leftovers be used for another meal?	Leftovers can be used on the next day as an extra choice or for sandwiches provided they are available in sufficient quantities and been adequately refrigerated to still comply with food storage and safety standards.
42	Can you offer more than two (2) choices?	Yes as long as within cost. 3 choices required (healthy/vegetarian and 3 rd choice as per NSCM disk provided to bidders) additional choices optional – but agree with comment with regards to cost.
43	What if the mandatory choices are not popular with the cadets?	3 rd choice is opportunity to address regional preferences. Mandated items (healthy/vegetarian) must be offered.
44	Re Salad Bar: What is the Contractor cannot order the items required e.g. Quinoa Greek salad (per Week 1 Friday Menu)?	Refer to SOW where it states how approval of menu changes must be handled (5b.)
45	Is the use of Annexes H and I mandatory to perform the work? What if the Contractor already has its own system?	Contractor is free to use its own software program to determine food quantities to be purchased as long as mandatory menus, recipes, and minimum portion size requirements etc. are met. See also Q# 35

2) Amend the solicitation document as follows:

UNDER PART 4 - EVALUATION PROCEDURES AND BASIS OF SELECTION

Section 4.1.1 Documents Required for Evaluation Purposes (MANDATORY)

Delete as shown.

Insert:

4.1.1 Documents Required for Evaluation Purposes (MANDATORY)

The Bidder must provide the following documents with its Bid:

- a) Copy of page 1 of the bid solicitation document and related amendments duly completed and signed by the Bidder to confirm the Bidder's acceptance of all terms and conditions of the bid solicitation; and
- b) Technical bid addressing all of the mandatory technical criteria, point rated technical criteria, and instructions detailed in section 4.1.2 of Part 4 of the bid solicitation; and
- c) Financial bid addressing all of the mandatory financial criteria and instructions detailed in section 4.1.3 of Part 4 and in Annex "B" of the bid solicitation; and
- d) All Certifications required with the bid, as detailed in section 5.1 of Part 5 of the Bid Solicitation, [as applicable](#).

Failure to submit all documents required with the Bid will result in the Bidder's submission being declared non-responsive and given no further consideration.

**UNDER PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION,
Section 4.1.2.1 Mandatory Technical Criteria**

Delete as shown.

Insert:

4.1.2.1 Mandatory Technical Criteria

In their technical bid, bidders must demonstrate how they meet all requirements detailed in the Statement of Work at Annex "A" and address clearly and in sufficient depth all points that are subject to the evaluation criteria listed below against which the bid will be evaluated. Simply repeating the statement contained in the bid solicitation is not sufficient, unless otherwise specified in the evaluation grid below. In order to facilitate the evaluation of the bid, Canada requests that bidders address and present topics in the order of the evaluation criteria under the same headings. To avoid duplication, bidders may refer to different sections of their bids by identifying the specific paragraph and page number where the subject topic has already been addressed.

The Bidder must provide proof and/or verification of the Mandatory Technical Criteria herein through supporting documentation such as certificate of qualifications and letters of authenticity from industry associations, as applicable

Failure to provide supporting documentation to verify claims will result in the bid being declared non-responsive.

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
<p>1. SITE MANAGER</p> <p>The Site Manager is the manager of the contracted staff for the whole of the requirement and responsible for overseeing all operations detailed herein, and serves as the primary point of contact for DND.</p> <p>The Site Manager may also act as the Kitchen Supervisor when the number of ration day strength is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified.</p>		
<p>a) The Bidder must submit with its bid the Name, Resume and certificates of qualifications of the proposed Site Manager, and alternate, as applicable</p> <p>Proposed Individual(s) <i>(Bidder to specify)</i> (Minimum of 1 name required):</p> <p style="text-align: right;">_____ Red Seal: Yes/No</p> <p>Alternate: _____ Red Seal: Yes/No</p>		

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
<p>b) Site Manager Experience: The Bidder must provide examples with its bid describing the Site Manager's previous relevant experience managing a Food Services requirement of similar size and scope. A minimum of three (3) years of previous relevant experience within the past five (5) years is required.</p> <p><u>For each proposed individual</u>, the Bidder must provide with its bid details of at least one (1) contract within the past five (5) years that the person identified has worked in the position identified above.</p>		
<p>2. KITCHEN SUPERVISOR</p> <p>The Kitchen Supervisor is a qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services at each site. A minimum of one (1) Kitchen Supervisor is required for Albert Head.</p> <p>The Kitchen Supervisor supervises the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual. The Kitchen Supervisor must be a fully qualified Red-Seal Cook.</p>		
<p>a) The Bidder must submit with its bid the Name, Resume and a copy of valid Red Seal Certificate for each proposed Kitchen Supervisor, and alternate, as applicable</p> <p>Proposed Individual(s) <i>(Bidder to specify)</i> (Minimum of 1 name required): _____ Red Seal: Yes/No</p> <p>Alternate: _____ Red Seal: Yes/No</p>		
<p>b) Kitchen Supervisor Experience The bidder must provide examples with its bid describing the proposed Kitchen Supervisor(s)' previous relevant experience in a supervisory role on Contracts of a similar size and scope. A minimum of three (3) years of previous relevant experience within the past five (5) years is required.</p> <p><u>For each proposed individual</u>, the Bidder must provide with its bid details of at least one (1) contract within the past five (5) years that the person identified has worked in the position identified above.</p>		

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
<p>3. OTHER KITCHEN STAFF</p> <p>ALL Kitchen staff (to be assigned and/or hired) must meet ALL the minimum requirements identified below <u>prior to working on this contract.</u></p>		
<p>a) Valid Food Safe Level 1 Certificates for all Contractor staff involved in the handling and preparation of food-stuffs.</p>		<p><i>For this criterion, a "Yes" statement from the Bidder at time of bid closing will suffice.</i></p>
<p>4. HYGIENE AND SANITATION</p>		
<p>a) Bidder must submit with its bid a minimum of three (3) Hygiene and Sanitation reports from a qualified federal or provincial or territorial or municipal inspector from contracts either run by the applicant company or where the owner of the applicant company had been in a management role.</p> <p>Canada will accept reports from BC Health Authorities (or their equivalent in another Canadian province or territory).</p>		
<p>5. APPROACH AND METHODOLOGY</p>		
<p>a) Bidder must provide within three (3) calendar days upon request from the Contracting Authority copies of Food services standard operating procedures that will govern all food services activities and those of the staff (e.g. food storage, dish washing, preparation and cooking of meals, meal service, housekeeping, staff department, etc.).</p>		<p><i>For this criterion, a "Yes" statement from the Bidder at time of bid closing will suffice (*).</i></p>
<p>b) Contractor must provide within three (3) calendar days upon request from the Contracting Authority Written comprehensive hygiene, sanitation and general safety instructions (WHMIS).</p>		<p><i>For this criterion, a "Yes" statement from the Bidder at time of bid closing will suffice (*).</i></p>

MANDATORY TECHNICAL CRITERIA	Complies? YES/NO	For additional information & supporting documentation, refer to page# <i>(Bidder must specify)</i>
c) Bidder must provide with its bid a staffing plan which addresses supervision/staff/hours (e.g., number of staff and their designated positions to serve from: 1-50; 51-150; 151-250; 251-499; 500 and more		
d) Bidder must provide with its bid written and detailed statement of duties, qualifications, training and years of experience required for every type of position (cooks, waiting staff, helpers, etc.).		

(*) A "Yes" statement at time of bid closing will suffice to confirm the Bidder's acceptance to comply with this mandatory technical requirement. Failure to submit this information within three (3) calendar days upon a request from the Contracting Authority will render the bid non-responsive.

UNDER PART 4 – EVALUATION PROCEDURES AND BASIS OF SELECTION, Section 4.1.3.1 Mandatory Financial Criteria

Delete as shown.

Insert:

4.1.3.1 Mandatory Financial Criteria

- a) Bidders must submit their financial bid using the financial evaluation tables and instructions provided at Annex B - Basis of Payment. ~~The total amount of Applicable Taxes must be shown separately.~~
- b) Bidders must submit firm prices and/or rates for all service categories and for each period of the contract (including option years) detailed in the financial evaluation tables. A financial bid addressing only a portion of the requirement will be declared non-responsive.

Failure to meet any of the above instructions and mandatory financial evaluation criteria will result in the Bidder's bid being declared non-responsive and given no further consideration.

PART 6 – SECURITY, FINANCIAL AND OTHER REQUIREMENTS, Section 6.1

Security Requirements

Delete as shown.

Insert:

6.1 Security Requirements

1. Before award of a contract, the following conditions must be met:
 - (a) the Bidder must hold a valid organization security clearance as indicated in Part 7 - Resulting Contract Clauses;
 - ~~(b) the Bidder's proposed individuals requiring access to classified or protected information, assets or sensitive work site(s) must meet the security requirements as indicated in Part 7 - Resulting Contract Clauses;~~
 - ~~(c) the Bidder must provide the name of all individuals who will require access to classified or protected information, assets or sensitive work sites;~~
2. Bidders are reminded to obtain the required security clearance promptly. Any delay in the award of a contract to allow the successful Bidder to obtain the required clearance will be at the entire discretion of the Contracting Authority.
3. For additional information on security requirements, Bidders should refer to the Industrial Security Program (ISP) of Public Works and Government Services Canada (<http://ssi-iss.tpsgc-pwgsc.gc.ca/index-eng.html>) website.

UNDER ANNEX A – STATEMENT OF WORK

Delete as shown

Insert:

ANNEX A - STATEMENT OF WORK

Contents

1. Requirement
 - 1.1 Period of Contract
 - 1.2 Definitions
 - 1.3 Background
 - 1.4 Purpose
 - 1.5 Objective
 - 1.6 Expectations
2. Requirement
 - 2.1 Service Requirements Standard Requirements
 - 2.2 Cafeteria Service
 - 2.3 Requirements for Specified Limited Table Service
 - 2.4 Scope of Service
 - 2.5 Constraints
3. Meal Services
 - 3.1 Expectations
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- 6. Performance Standards
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 - 8.6 Transportation of Goods

Appendix 1 - Quality of Food Services

Appendix 2 - Standard Meal Entitlement Pattern for Dispersed Meals

Appendix 3 – Standard Meal Item Availability Table

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Appendix 3B – Snack Menu Pattern

Appendix 4 – Minimum Portion Size Standard

Appendix 5 – ~~Canadian Armed Forces National Standardized Four Week Cycle Menu Three Week Box Lunch Cycle Menus~~

Appendix 6 – Between Meal Food Entitlement Table

Appendix 7 – Workplace Refreshment (WR) Entitlement Table

Appendix 8 – Opening and Closing Dates by Location

Appendix 9 - Certified Daily Ration Entitlement

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Appendix 11 - Sanitation and Safety Requirements

Appendix 11A - Basic Equipment Cleaning Instructions and Schedule

Appendix 11B - Sanitation Evaluation Checklist

Appendix 12 - Hygiene and Sanitation (CFAO 34-13)

Appendix 13 – Contractor's Semi-Monthly Invoice

Appendix 14 - Contract Incident Reporting

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Appendix 14B - Catering Contract Incident Register

Appendix 15 – List of Kitchen Equipment Available by location/building

Appendix 16 – Annual Rations Forecast 2016/2017

Appendix 16A – Food Services Rating Forecast 2016/2017

Appendix 16B – Individual Dispersed Meals Forecast 2016/2017

Appendix 17 – Night Snack Food Entitlement Table

1. Requirement

To provide Food Services for the Department of National Defence, at Albert Head, Victoria BC in accordance with the specifications herein.

1.1 Period of Contract

The period of the contract is twelve (12) months from date of award with the irrevocable option to extend the term of the contract by two (2) additional one (1) year periods under the same conditions.

The Work is to be performed during the period of mid-June to end-August inclusive and 'as and when required' from September to May.

1.2 Definitions

The following definitions apply to the content of the Statement of Work:

- a. **Between Meal Allowance (BMA):** is a supplement authorized for personnel engaged in operational exercises, arduous work and/or exposure to extreme heat or cold, when the diners are precluded from obtaining a refreshment from their designated camp work area, dining facility, non-public food outlet, self-help canteen on camp or in a commercial outlet.

BMA, which is 5% of the ration day, will comply with the Between Meal Food Entitlement Table at Appendix 6;

- b. **Cadet Training Centre (CTC):** A period during the summer months of June, July, August when diner strength is consistently over 500. See Appendix 8 for opening and closing dates.
- c. **Cafeteria Service:** A method of serving food wherein:
 - (1). the diners collect their meals at the serving counter;
 - (2). tables are set with necessary condiments and accessories but not with cutlery, crockery, or glassware; and
 - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The Contractor is responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables and processing the cutlery, crockery, glassware and tray through the dishwashing and sanitizing process;
- d. **Catering:** From time to time, catering service is requested for special functions, Mess Dinners or coffee breaks at Albert Head;
- e. **Catering Staff:** The Contractor's employees engaged to perform the work;
- f. **Client:** The base, unit or group seeking food services for its personnel;
- g. **Contingency Feeding:** includes, but is not limited to the provision of meal service outside of normal operating hours in existing locations or the provision of meal service at locations not specified in the Statement of Work. Contingency feeding is typically required on short notice;
- h. **Contract Management Team (CMT):** Consists of a representative from Base Foods, the Contract Supervisor and a selected representative, who will be present at Albert Head as required;
- i. **Contractor (Caterer):** The organization responsible for provision of food services, which are the subject of this Statement of Work;
- j. **Crown:** The Government of Canada;
- k. **Crown Paid:** Refers to food services which are paid for by the Crown;
- l. **Customer:** The individual consuming food;
- m. **Department of National Defence (DND):** For the purpose of this Contract, DND refers to CFB Esquimalt;
- n. **Diner Forecast:** The forecasted number of personnel entitled to receive meals at a given location for a given meal or day;
- o. **Diner Strength:** The total number of personnel entitled to receive meals;

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- p. **Dispersed Meals:** Meals, hot or cold, provided in the form of box lunches or bulk insulated containers for consumption away from dining facilities. Dispersed meals may also include fresh, uncooked rations to be cooked by the client away from the dining facility and/or mix of cooked/uncooked rations at the Client's direction. The Contractor must quote separately for a dispersed meal surcharge (if any); The Dispersed Meal Pattern is included at Appendix 2;
- q. **Entitlement:** The amount of food that a Customer may consume which is Crown Paid, expressed as a dollar value, for a specific Entitlement Period;
- r. **Entitlement Period:** The period of time for which a Customer is granted an Entitlement;
- s. **Food Services Contract:** The provision of meals where the Contractor provides the food services staff and managerial services using DND equipment and facilities;
- t. **Food Services Contract Incident Register:** A register for Incident Reports raised by the CMT or the Contract supervisor documenting the Contractor's deficiencies is recorded with confirmation that satisfactory corrective measures were taken by the Contractor within ten (10) calendar days of the incident. The Catering Contract Incident Register form can be found in Appendix 14B;
- u. **Food Services Inspector (FSI):** Appointed by the Client to liaise with Contractor regarding day-to-day Contract implementation in accordance with the Canada Food Guide for Food Service Industry <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>;
- v. **Full Table Service:** A method of dining room service wherein:
- (1). diners are seated at tables previously set with cutlery, crockery glassware, and condiments in the accepted Mess Dinner fashion;
 - (2). the entire meal is served; and
 - (3). tables are cleared by the Catering Staff;
- w. **Kitchen Supervisor:** A qualified Red-Seal Cook employed by the Contractor to ensure overall quality and delivery of the food services at each site. The Kitchen Supervisor manages the daily kitchen operations. The Kitchen Supervisor manages the hiring of Cooking Staff and Serving Staff.
- x. **Limited Table Service:** Combination of table/cafeteria service wherein:
- (1). dining tables are set w/ cutlery, crockery, glassware & condiments in accepted restaurant fashion;
 - (2). diners collect their meals at the serving counter; and
 - (3). the diners return their meal tray with cutlery, crockery, glassware, and leftovers to a specified area for drop-off; the drop-off area may be a rack, series of racks or table(s). The Contractor is responsible for taking the items off the meal tray, separating the requisite recyclables, organic waste and non-recyclables and processing the cutlery, crockery, glassware and tray through the dishwashing and sanitizing process;

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- y. **Mess Dinners:** Formal meals using Full Table Service. Fine crockery, glassware, linens and cutlery (provided by DND) will be used. Mess Dinners are 5 course meals with additional coffee and cheese plate post meal service;
- z. **Preventative Medical Technician (P Med Tech):** Function is to inspect, investigate and report on environmental health, hygiene and sanitation, pest control, occupational health matters, perform preventative medicine control procedures, advise on all preventative medicine aspects, carry out epidemiological investigations and advise on communicable disease control measures, initiate preventative medicine control measures in emergency and disaster response situations, liaise with other health authorities, instruct military and civilian personnel on preventative medicine matters, operate and maintain a wide variety of equipment from pest control to high tech computerized occupational health testing equipment, perform extensive administrative procedures and technical report writing. Inspection reports, based on the Sanitation Evaluation Checklist, Appendix 11B, will be prepared by the P Med Tech and authorized by a Medical Doctor before being actioned to the affected site. Copies of any P Med Inspection Reports must be provided to the Contractor and the CMT;
- aa. **Projected Annual Number of Meals:** The projected number of regular meal days, dispersed hot meals, and box lunches to be used for the purposes of development of proposals by the proponents and to be used by PWGSC for financial evaluation purposes only. This number does not represent a commitment by Canada and is only an estimation of the number of meals which may be requested by DND against this contract. Refer to Appendix 16;
- bb. **Ration:** A total of food for three meals provided to one authorized person for one day. In the context of catering Contracts, the term ration also encompasses all the activities associated with the provision of these meals. Whenever less than three (3) meals are provided to a given diner, the meals have the ration value stated in Annex B – Basis of Payment.
- cc. **Sandwich Bar:** A stand-alone service point for the lunch meal where diners may have made-to-order sandwiches prepared and served by the Contractor, or made available self-serve. The Contractor must provide serving staff dedicated to the Sandwich Bar Lunch Services, Monday to Friday. Not required on weekend services or Breakfast and Supper Services;
- dd. **Self-Serve Meals:** See “Cafeteria Service” in Definitions 1.2c;
- ee. **Service Requirements:** With the exception of Dining-In functions, Mess Dinners and special luncheons, the Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;
- ff. **Site Manager:** the Contractor representative, or designate, responsible for the overall management of the Contract at each site and acts as the Contractor's primary liaison with the CMT.
- gg. **Special Luncheons:** Meals served using Limited Table Service. Tables are set with linens, cutlery, water glasses and jugs, and meals are collected by the diners at a steam line. Standard menu items are dispensed by the Contractor to the diners;

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- hh. **Specifications:** Contract specifications for the Supply of Food Services or Food and Food Services;
- iii. **Standard Daily Entitlement:** The dollar value of the prepared food items contained in the Standard Meal Entitlement Pattern (appendix 2) to be provided to a Customer by the Contractor. This dollar value must cover associated operating costs;
- jj. **Standard Meal Item Availability:** Appendix 3, lists the number of types and varieties of choices that must be offered for each meal component (category of food items) of the Standard Meal Entitlement Pattern. The Standard Meal Item Availability is also a tool used to measure how well a food services operation provides "meals that meet diner expectations for nutritional quality and variety according to the guidelines of the *"Canada's Food Guide to Healthy Eating"*. In this context, variety is not essentially determined by the number of choices provided at a meal, but by the variety of choices offered from meal to meal and from day to day over a representative period (week or month). The Standard Meal Item Availability drives the menu of a food services operation. Therefore, it is one of the most visible standards that characterize any CF/DND food services operation and that demonstrate to clients and diners the application of common standards amongst CF DND funded Food Services operations in a static or deployed environment. Therefore, it must be applied consistently to set diner expectations at a sustainable level.
- kk. **Technical Authority:** The person will be the Technical Authority as listed in the Contract, the individual appointed by *DND* for oversight of all aspects of the Contract and to act as the primary client contact for the Contractor. The Contract Supervisor is available to give specialist advice to ensure that Contract specifications are observed, provides the Caterer with administrative advice, and assists in interpreting the specifications as related to food, food services, sanitation and hygiene. The Contract Supervisor is part of the CMT;
- ll. **Term:** The length of the Contract between DND and the Contractor; and
- mm. **Uncooked Food Supplies:** Uncooked food supplies or a combination of uncooked/cooked food supplies are required from time to time for the purposes of provisioning units or activities which will prepare or complete preparations of their own meals outside of normal food service operations;
- nn. **Workplace Refreshment (WR):** a refreshment available in the workplace in a bulk issue for self-preparation and service for personnel who are precluded from obtaining refreshments from a non-public facility or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement Table (see Appendix 7).

1.3 Background

- a. Historically, DND has contracted with commercial catering Contractors to provide food services in accordance with its assigned budget and the authorized ration strength for this base.
- b. DND is seeking proposals from qualified Contractors to provide food services at DND, Albert Head, Victoria, BC for an initial term of one (1) year plus the option to extend for an additional two (2) – one (1) year periods.

1.4 Expectations

Food service operations for Albert Head must satisfy the following expectations:

- a. be customer focused within the parameters of the SOW;
- b. provide flexible and responsive support to military activities;
- c. provide a good variety of nutritious, wholesome, tasty food choices that are well prepared to the CAF Food Safety and Defence Program ([Annex F](#)), preferences and cooking styles;
- d. have continuous quality improvement;
- e. provide competitive pricing;
- f. provide timely and courteous service;
- g. reduce administration through automation; and
- h. be cost effective.

2. Service Requirements

2.1 Standard Requirements

The Contractor must provide prepared meal items and other food items in accordance with the approved [National Standardized Cycle Menu \(NSCM\)](#) at [Appendix 5 Annex H](#) and Standard Meal Item Availability Table - Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal Forecast (see appendix 10). Using meal and menu mix forecasting techniques, adequate quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner serving sizes must meet the Minimum portion Size Standard detailed in Appendix 4.

2.2 Cafeteria Service

The dining hall(s) must be Cafeteria Service only, with the exception of Dining-In functions, Mess Dinners and special luncheons. The Contractor must dispense hot food items from the main steam line adjacent to the kitchen during normal Cafeteria Service. When the numbers of diners exceed 150 persons, the Contractor must also dispense hot food items from a secondary steam line upon request by the Client;

- a. Mess Dinners:

An estimate of up to ten (10) formal military Mess Dinners may be required each calendar year. These meals normally, but not exclusively, replace the normal evening meal for that specific day. The Contractor must be advised of a Mess Dinner fourteen (14) calendar days in advance and a fixed number of attendees, 24 hours prior to the event. It is anticipated that the food costs for a mess dinner will approximate that of what would be a regular supper ration, however, DND shall remain entitled to demand additional food items for Mess Dinners. The Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These costs must be identifiable and justified by receipts. Cost of cleaning linens used for the

provision of Mess Dinners will be the responsibility of DND, as provided elsewhere in the specifications;

b. Receptions:

There is a requirement for up to ~~nine (9)~~ **ten (10)** receptions each calendar year that will be held for special occasions and graduation ceremonies. Receptions will require cheese trays, fruit trays, canapés (such as sausage rolls, quiche and other foods not subject to continuous refrigeration), cake, and both hot and cold beverages and will be in addition to the regular meal requirement for that day. The Contractor shall be advised of the requirement fourteen (14) calendar days prior to the event. The Contractor is responsible for all material and condiments related to the provision and service of these receptions including paper products. The Contractor will be reimbursed for the reception service charges in accordance with Annex B - Basis of Payment

c. Barbecues (BBQ):

There is a requirement for up to seven (7) BBQ events each calendar year where diners will pick up raw food provided by the Contractor and cook it using the BBQ facilities on site. The Contractor shall be advised of the requirement seven (7) calendar days prior to the event. It is anticipated that the food costs for a BBQ reception will approximate that of a lunch or supper ration. User groups on ration strength shall have the opportunity to take their normal lunch or supper meal as a BBQ. The Contractor must provide and prepare meals of equivalent value and serving size to that provided in dispersed meals. BBQ receptions are considered to be dispersed meals and associated paper products shall be included. If DND requests food items that result in increased cost, the Contractor will be reimbursed for the differential food item cost(s) in accordance with Annex B - Basis of Payment. These differential costs must be identifiable and justified by receipts.

2.3 Requirements for Specified Limited Table Service

The requirements for specified limited table service are:

- a. Commanding Officer's Table: During the operation of the CTC, this table shall normally accommodate up to eight (8) people, with linens, cutlery, water glasses and jugs pre-set for the lunch and supper meal from Monday to Friday only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff;
- b. Special Luncheons: Occasionally held throughout the year. Tables for groups, with linens, cutlery, water glasses and jugs pre-set for the lunch meal only. Diners will collect their meals from the serving counter and the table will be cleared by the Contractor's staff; and
- c. Provision of the above Specified Limited Table Service(s) shall be provided without surcharge over the daily meal rate as stated at Annex B. Cost of cleaning linens used for the provision of Mess Dinners shall be the responsibility of DND, as provided elsewhere in the specifications;

2.4 Scope of Services

The Contractor must provide catering services (food and labour) to DND at Albert Head by:

-
- a. purchasing and maintaining rations, paper products (minimum 30% post-consumer recycled content, where possible), cleaning supplies (green cleaning products e.g. eco-labelled or Green Seal-certified products, where possible), with the exception of cleaning and dishwasher chemicals provided by DND;
 - b. cooking;
 - c. serving; and
 - d. providing maintenance cleaning.

2.5 Constraints

The Contractor has the exclusive Contract for Albert Head for food service operations at DND with the exception of Catering and unforeseen operational requirements as laid out in para 3.3. DND reserves the right to utilize the services of another catering company if the Contractor is unable to meet its operational requirements.

3. Meal Services

3.1 Expectations

The Contractor must operate sufficient food service locations in order to ensure ease of access to food services by Customers. The recommended locations and service styles must provide a high level of customer-focused innovation while being cost effective. Proponents may propose any variety of service formats and styles which they believe will accomplish this objective.

3.2 Operational Hours

- a. Summer Operations (1 July – 31 August)

Monday to Saturday

Early Breakfast 0430 hrs to 0530 hrs (Subject to request by Client)

Breakfast: 0630 hrs to 0830 hrs

Lunch: 1115 hrs to 1345 hrs (Can shorten hours dependent on diner forecast)

Supper: 1700 hrs to 1830 hrs

Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

Sunday:

Early Breakfast: 0430 hrs to 0730 hrs (Subject to request by Client)

Brunch: 0730 hrs to 1030 hrs

Lunch: 1115 hrs to 1345 hrs

Supper: 1700 hrs to 1830 hrs

Late Supper: 1830 hrs to 1930 hrs (Subject to request by Client)

- b. Winter Operations (1 September – 30 June)

7-Days per Week

Breakfast: 0700 hrs to 0800 hrs
Lunch: 1130 hrs to 1330 hrs
Supper: 1700 hrs to 1800 hrs

- c. Meals service must be available seven days per week. Dispersed meals may be required on a daily basis (continuous during CTC, and periodically throughout the balance of the year).
- d. Meals shall be served at the following location: Albert Head Kitchen. Unless otherwise specified the style of service is cafeteria service with self-serve salad, dessert, condiment and beverage bars;
- e. DND reserves the right to amend meal service hours, upon a minimum of 48 hrs notice to the Contractor. Breakfast, lunch, and supper hours may be extended on either side of the normal operational hours as required, with 48 hrs notice to the Contractor. During the summer hour meal timings can change due to operational requirements of Clients. (Hours which are subject to request by Client).
- f. Operations are continuous during the operation of the CTCs (June, July, and August). During the remainder of the year, meal-service is on-demand, and for a variable number of diner strengths. The Contractor shall be given minimum seven (7) calendar days' notice of an upcoming service requirement during CTC operations. Confirmed diner strength shall be provided by DND 48 hours in advance of the service request. Outside of CTC operations (September to May), the Contractor must respond with "best efforts" should the above notices be less than fourteen (14) calendar days for any requirements. The Performance Standards as described in paragraphs 6.1 to 7.1 shall apply with the length of in-advance Diner Strength notice to the Contractor.

3.3 Unforeseen Operational Requirements

In the event that, due to emergency operational requirements, food services are required outside of the proponent's proposed hours of operation and result in identifiable additional cost to the Contractor, the Contractor will be reimbursed in accordance with Annex B - Basis of Payment.

Exceptions to the above are as follows:

- a. ;
- b. Receptions; and
- c. Mess Dinners.

3.4 Requirement for additional nourishment

Operational requirements may result in diners needing extra nourishment under specific situations. DND may request an increase in portion size and quantity of food (as detailed at Appendix 4) based on a percentage of the certified daily ration entitlement. This increase shall be implemented using a daily average so that each diner has received the desired increase over a full ration day. The percentage of the increase will be applied to the cost of a full ration day as indicated at Annex B.

4. Other Services

4.1.1 Dispersed Meals

The Contractor must provide Dispersed Meals in accordance with the approved cyclical menu (Appendix 5). The Contractor must prepare and issue hot bulk meals in the quantity requested and in accordance with an approved menu that complies with the Standard Meal Entitlement Pattern for Dispersed Meals at Appendix 2 and the following:

a. Only foods which retain their appearance and form with travel and which hold their temperature at safe levels for reasonable periods of time in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry* are to be used. A card indicating the amount per serving (e.g. pork chops - 1, boiled potato - 2, cookies - 2) is to accompany each issue. Adequate quantities of each menu item must be prepared to ensure that the last diner has the same choice as the first.

b. Insulated food containers will be supplied to the Contractor by the requesting unit at least two (2) hours before meals are due to be picked up. Inserts for insulated food containers are to be maintained, cleaned and sanitized by the Contractor. The Contractor is responsible for all other material and condiments related to the provision and service of these meals including paper products unless otherwise advised. Where possible, the Contractor will be advised by DND/Project Authority of requirement 48 hours in advance of pick-up; and

c. To provide and issue, at the time and place requested, quality, individual cold-box meals in the quantity requested and in accordance with the approved cycle menu at Appendix 5). The Contractor is responsible for all packaging materials related to the provision and service of these meals. Each box meal is to be time and date stamped when completely assembled and stamped in French and English with:

~~"Consumption shall be within four hours unless refrigerated" and
"Doit être consommé dans les quatre heures, sauf si réfrigéré".~~

A stamp will be provided by DND, which will include the following:

CANADIAN FORCES BOX LUNCH UNIT: _____ DATE OF ISSUE: _____ PACKED BY: _____ PERISHABLE FOOD – KEEP COOL	BOÎTE-REPAS DES FORCES CANADIENNES UNITÉ: _____ DATE DE DÉLIVRANCE: _____ EMBALLÉ PAR: _____ DENRÉES PÉRISSABLES – CONSERVER AU FRAIS
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Meals are to be held under refrigeration until pick-up. Holding times and temperatures must be in accordance with the *Food Safety Code of Practice for Canada's Foodservices Industry*. Meals are to be picked up by unit and/or individual at each specified food service location. Where possible, the Contractor is to be advised by DND/Project Authority of a requirement 48 hours in advance of pick-up.

4.2 Workplace Refreshment:

Workplace refreshments to be provided in bulk form for self-preparation and service by personnel precluded from obtaining refreshments from a non-public source or self-help canteen on camp or from a commercial outlet. Items provided will be in accordance with the Workplace Refreshment Entitlement

Table at Appendix 7. The number of Workplace Refreshments to be provided as advised by the Project Authority. The cost of Workplace refreshment must be included in the cost of a full ration day indicated at Annex B

4.3 Catering

From time to time, the Contractor may be requested to provide food services not otherwise described in this Statement of Work for special functions at various locations at Albert Head. This includes catering to such events as formal mess dinners, receptions, VIP coffee breaks, luncheons, sports days, birthday party, etc. The type of function being catered will determine the menu and style of service being provided. Generally, orders will be placed with a minimum of seven (7) days advance notice; however, last minute requirements may arise and the Contractor will be asked to respond to the best of its ability in such cases. This service will be provided on a non-exclusive, as required basis. The Contractor will be paid in accordance with the labour charges and additional food charges provisions detailed in the Basis of Payment at Annex B. Costs must be identifiable and justified by receipts and time sheets.

4.4 Payment for other services

Other services pertaining to catering and traditions will be additional to the contract price, on an as required basis in accordance with the basis of payment at Annex B.

5. Contractor's Responsibilities

- a. The Contractor must provide prepared meal items and other food items in accordance with the approved [National Standardized Cycle Menu \(NSCM\)](#) at [Appendix 5 Annex H](#), and Standard Meal Item Availability Table at Appendix 3. The Contractor must acquire, prepare, and cook sufficient quantities of quality, wholesome food items to feed entitled personnel three (3) meals per day in accordance with the Daily Meal-Day Diner Forecast (see appendix 10). Using meal and menu mix forecasting techniques, adequate quantities of each item must be prepared to ensure that, as much as possible, the last diner has the same choice as the first. Diner entitlement is set out in Appendix 2 and 3. Serving sizes must meet Standard Portion Sizes detailed in Appendix 4. Preparation of food and prepared products must be in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.
- b. Food items must be prepared as-close-to serving time as possible, and as a guiding principle, must be made fresh from established recipes and ingredients. The use of pre-prepared "heat-&-eat" foods is highly discouraged. Changes to menu require prior approval from Food Services Technical Authority for minor modifications and Designated DND Authority for any major changes. DND will establish a process to monitor and respond to customer and Contractor requests and comments.
- c. The Contractor must also set in place a mechanism to identify unpopular items on the menu and to submit proposed alternative choices of a similar value to Designated DND Authority or the Technical Authority for approval.
- d. The Contractor must make any changes to the menu to follow the most up to date NSCM, as directed by the CMT, with 14 days' notice of changes. NSCM third choice option may be adjusted seasonally to account for the availability of fresh seasonal food items.

5.1 Menus and Meal Pricing

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- a. The Contractor is expected to offer, as a minimum, menus which conform to the Standard Meal Item Availability Table provided in Appendix 3, and to the Minimum Portion Size Standards specified in Appendix 4. Typical consumption pattern statistics are provided in Appendix 16.
- b. Contractor must offer, at each meal, an all-inclusive meal based on the Standard Meal Item Availability Table provided in Appendix 3, so as to ensure that Crown paid Customers are guaranteed a full meal within the Entitlement allowance.
- c. Contractor must be able to provide reasonable options to accommodate most religious beliefs, and temporary illness brought to its attention by the CMT. No special accommodation requirements will be provided without prior approval from the CMT.

5.2 Equipment and Facilities

To ensure the health and safety of workers and customers alike, all equipment is to be operated and maintained in accordance with manufacturer's instructions and operating procedures. All safety guards and safety equipment needed to operate the equipment are to be used when operating the equipment.

The Contractor's use of these facilities is limited to functions which pertain directly to servicing DND. The facilities may not be used for other purposes without the prior written consent of the Contract Supervisor.

The Contractor must:

- a. at the commencement of the contract, the Contractor must reimburse DND for the cost-value of food and paper items which may be in inventory on the day of turn-over. Contractor and DND shall mutually complete an inventory list and an extended valuation of the items. Contractor must reimburse DND for the inventory within 30 days;
- b. ensure all kitchen equipment will be listed and shortfalls will be corrected by DND;
- c. sign an inventory listing of all DND equipment;
- d. promptly advise the CMT of any equipment malfunction, lack of cleaning supplies, refrigeration failures, problems with heat, electricity, plumbing, sewage, garbage disposal;
- e. properly use the storage facilities for swill and garbage and keep the adjacent areas clean;
- f. operate, maintain and service all equipment in accordance with manufacturer's directions, to prevent any impact on the production capacity of food services equipment and installations.
- g. use safety guards and safety equipment at all times. Manufacturer's instructions, operating manuals or standard operating procedures must be available to staff in the workplace,
- h. ensure all food services staffs operating food service equipment have been instructed on the appropriate use and methods of operating, cleaning and maintaining equipment;
- i. ensure food services personnel have personal protective equipment (PPE) in good condition and in sufficient quantities required in work area. For example, oven mitts, chain mail gloves, special purpose aprons, etc;
- j. return the facility and equipment in the same condition as when they became the Contractors responsibility, and to the satisfaction of the CMT, at the end of the Contract. The Contractor will

not be liable for maintenance and repair costs to the equipment and/or buildings resulting from normal and reasonable wear and tear. The Contractor will not be required to prepare kitchen fixtures for dormant storage unless a separate Contract or extension to Contract has been negotiated to cover this work;

- k. upon expiration of the contract or early termination, transfer material and equipment inventories to DND or to a new Contractor as directed by DND. The Contractor must complete a comprehensive physical inventory of all DND materials and equipment including replacement items held by the Contractor 30 days before contract/Task Order expiration or termination. The inventory must provide sufficient information for DND to determine whether items will be transferred to a new Contractor or removed from the site;
- l. reimburse DND at the expiration of the Contract for losses, shortages or damages to equipment and facilities (in excess of 5% shortfalls) except as indicated above. The Contractor will be financially responsible for any tableware deficiencies considered by the Contract Supervisor to be attributed to the Contractor's (in)actions or negligence;
- m. at the expiration of the Contract, perform an inventory check of all DND supplied equipment with the Contract Supervisor or designated alternate. The deficiencies must be recorded and recovery action must be taken prior to the Contractors departure. DND will provide the Contractor with a written release against further inventory shortages; and
- n. properly use the equipment and materials provided for box lunch and field meal service by DND.

Specified in Appendix 15, are a detailed list of equipment available for use by the Contractor on-site at the DND facility. In addition to the items listed at Appendix 15, there are male and female washrooms in the facility for Contractor use. There are sufficient numbers of pots, pans, and other required small wares. Diners use crockery, trays and regular cutlery for in house dining and dispersed meals must be prepared and staged by the Contractor for pick up at this location.

5.3 Food

The Contractor is responsible for the purchase, receipt, storage, use and safekeeping of food from the time of delivery until it is consumed. Food shall remain Contractor property until consumed or disposed of.

Foodstuffs procured for use in the provision of meals and refreshments are to be consistent with the purchase standards set out in existing government and DND standards where and when applicable. This includes CAF Food Quality Specifications (FQSs) as per annex D E. Where standards do not exist, the Contractor is responsible for purchasing food products that are consistent with the "good" quality standards defined for CAF/DND Food Services.

Foodstuffs procured for use in the provision of meals and services are to be distributed in a refrigerated vehicle or containers to locations so as to maintain proper holding temperatures and to prevent possible contamination in accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*.

In accordance with the *Food Safety Code of Practice for Canada's Foodservice Industry*, the Contractor must operate and maintain secure, pest-free food storage facilities including facilities for dry goods, frozen and chilled food supplies. The Contractor must implement responsible receiving procedures for food supplies. Stockholdings must be sufficient to meet the feeding requirements between two delivery periods. Stock management must optimize the quality and freshness of food stocks, minimize spoilage and waste, and ensure the cost control and security of food stocks.

5.4 Small Wares and Linen

- a. The Contractor is responsible for maintaining the original supply of small wares and linens to the satisfaction of the Contract Supervisor throughout the term of the Contract. Upon the completion of the Contract, the Contractor must return the original inventory of small wares and linens in its original condition and quantities to DND. In the case of equipment, crested wares and silver, this is subject to a normal wear and tear margin of 5%. In the case of linens, Contractor must return them in the condition in which it was received, less normal wear and tear. DND shall pay for the cleaning of linens as they are used, however, the Contractor is responsible for ensuring:
- i) linens are used only for authorized DND service as outlined in the Contract; and
 - ii) the Contractor must remain responsible for ensuring that proper inventory counts of linens sent-out for cleaning, are subsequently returned.
- b. All equipment is to be serviceable on return. The Contractor will not be held responsible for changes in conditions and/or quantities of materials or equipment resulting from normal wear and tear or through occurrences beyond the Contractor's control. Crockery and flatware must be replaced on a continual basis; therefore, large discrepancies in numbers will not be accepted unless the Contractor can prove that they were beyond his control.

5.5 Cleaning and Sanitation

The responsibilities of the Contractor with respect to the normal and customary cleaning of the food services facilities must be as follows (Refer to Appendix 11, Appendix 11A, Appendix 11B, and Appendix 12):

- a. Kitchens and Serveries: Maintaining all areas of the kitchens and serveries, including floors, walls, windows (inside only), and equipment serving the food services in a clean and sanitary condition to a height of three meters; and
- b. Dining Areas: Cleaning of all dining areas including floors, carpet vacuuming, walls to a height of three meters, windows (inside only), tables, chairs and garbage bins. Periodic spills during service hours are immediately cleaned up by Contractor.

5.6 Miscellaneous

The following standards apply:

- a. Refuse and Recycling: The Contractor is responsible for transporting bagged garbage and items destined for recycling relating to the food services to the collection area(s) designated by the CMT;
- b. [Internet Services and Long Distance Telephone Charges](#): The Contractor is responsible [for its own internet arrangements](#) and for any long distance telephone charges associated with the operation of the food services or made by its personnel;
- c. Reporting: The CMT, or CMT designate (normally the Contract Supervisor), will be the day-to-day contact for the Contractor for overseeing technical aspects of the Contract, quality assurance, and to act as a liaison for Customers;

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- d. Regular Consultation: The Contractor's Site Manager must meet regularly with the Contract Supervisor on a mutually agreed date and time, to discuss day-to-day operating issues;
- e. Direct Supervisor: The Site Manager's direct supervisor must meet monthly with the Contract Supervisor and the CMT for the first six months of the contract and as requested by the Contract Supervisor thereafter, to discuss all matters pertaining to the performance of this Contract;
- f. Incident Reports: Contractor must provide these reports as stated herein. (Refer to Appendix 14A and 14B);
- g. Audits: The Contractor will be subject to periodic general service, quality, safety and sanitation audits of the facilities by representatives of DND. The Contractor will be required to provide documentation to Food Svcs as per requirements in the Food Safety & Defense Program (Annex F). Upon reasonable notice, the Contractor must ensure that its representative is available in connection with such audits. DND will be the judge of the adequacy and completeness of performance and will notify the Contractor of conditions requiring modification or improvement. The Contractor must remedy such deficiencies to the satisfaction of DND within a reasonable time frame agreed upon by DND and the Contractor. The Contractor is subject to inspection at any time. The contractor must be prepared to host unscheduled P Med Tech inspections; and
- h. Administration: The Contractor must submit semi-monthly invoices (Refer to Appendix 13) to the CMT for services rendered under the contract for the periods from the first to the fifteenth and from the sixteenth to the last day of each month. Invoices will be based on the information contained in the Certified Daily Ration Entitlement Statement (Refer to Appendix 9) prepared by the CMT.

List of references for mandatory compliance:

- Food Safety Code of Practice for Canada's Foodservice Industry (www.crfa.ca)
- Sanitation Code for Canada's Food Service Industry (www.crfa.ca)
- Canada's Food Guide to Healthy Eating (<http://hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>)
- Canada Labour Code, (<http://laws-lois.justice.gc.ca/eng/acts/L-2/page-1.html>)
- Canada Occupational Health and Safety Regulations, (<http://laws-lois.justice.gc.ca/eng/regulations/SOR-86-304/index.html>)
- Canadian Food Inspection Agency (CFIA) Regulations and Policy (<http://www.inspection.gc.ca/food/non-federally-registered/safe-food-production/guide/eng/1352824546303/1352824822033>)
- Food Safety & Defense System (see ~~attached document~~ Annex G)
- Food Safety & Defense Program (see Annex-H F)
- Food Quality Specifications Standards (see annex E)

Any changes to policies, including above references, will be discussed with the Contractor and reflected in the contract.

6. Performance Standards

6.1.1 In-house Dining

The following standards apply:

- a. Minimum rates of service are: each diner is served within ten (10) minutes of accessing the dining room during peak diner flow periods, and within five (5) minutes outside of peak periods. Where meal service includes items cooked to order, diners must not wait longer than five (5) minutes between arriving at the service counter and receiving their meal order;
- b. All menu items must be available throughout the meal period a minimum of 90% of time;
- c. Healthy cooking methods are practiced a minimum of 90% of the time, using standardized recipes ([Annex I](#)) for healthy cooking, and they are incorporated in a least one of the main course choices to ensure that healthy choices are available at each meal;
- d. Identify and resolve issues related to non-conformity of the approved menus to ensure a minimum of 95% compliance and successfully address unpopular menu choices no later than the beginning of the next menu cycle a minimum of 90% of the time;
- e. Rates of service must be met for peak periods a minimum of 90% of the time and outside of peak periods a minimum of 95% of the time. Rates of service must also be met for cook to order items a minimum of 90% of the time;
- f. Meal service schedule as listed above is to be met at least 90% of the time;
- g. A major (more than ten (10) minutes) delay in the commencement and/or delivery of meal service will be tolerated only when it results from circumstances outside of the control of the Contractor. Minor delays (less than ten (10) minutes) must occur on no more than three (3) occasions in one calendar month;
- h. All food preparation, storage and related areas and equipment are to be maintained to the standard of the *Food Safety Code of Practice for Canada's Foodservices Industry* 100% of the time; and
- i. Tasty and appealing meals are to be available in the quantity requested and prepared in accordance with approved cyclical menu and [Appendix 5 National Standardized Cycle Menu \(NSCM\) at Annex H](#), at a minimum of 95% of the time when 48 hours notification is provided, or in accordance with [Appendix 5 Annex H](#), at a minimum of 90% of the time when less than 48 hours notification is provided.

6.2 Dispersed Meals

The following standards apply:

- a. Material and condiments related to the provision and service of these meals must be available in the right quantity at a minimum of 90% of the time;
- b. The right quantity of meals must be available at the required time for pick-up at a minimum of 95% of the time when provided with 48 hours' notice, or at a minimum of 90% of the time when provided with less than 48 hours' notice; and

- c. The Contractor must successfully address issues about schedule adherence, food quality, quantity and safety to prevent re-occurrence as noted by the CMT.

6.3 Quality

The food services must, in all respects, be performed in an efficient, competent and professional manner satisfactory to DND. The cleanliness of the facilities and other sanitary standards must be in accordance with The Sanitation Code for Canada's Foodservice Industry prepared by the Canadian Restaurant and Foodservices Association. The officials enforcing such applicable laws and standards must be permitted to inspect the facilities or any portion thereof, or anything in connection therewith at any time during the period of the Contract. The Contractor must ensure that foods are used on a first-in, first out basis to ensure freshness.

6.4 Regulations

DND may make reasonable regulations from time to time relating to the food services, including, without limitation, regulations relating to safety, access to the premises, the time and manner of delivery of supplies, security, security checks, and use and occupancy of the facilities. The Contractor must comply with such regulations. The Contractor must ensure that the catering staff comply with orders and regulations issued by the CMT.

6.5 Hazardous Materials

The Contractor must not bring chemicals or hazardous materials onto the base except as may be necessary in connection with the food services. Any such materials must be transported, labelled, used, stored and any waste in respect thereof must be removed, all in accordance with applicable laws. Further, the Contractor must declare any such materials on Material Safety Data Sheets which must be provided to the base before transport, use or storage of any such materials on the premises. The Contractor must ensure compliance with all Workplace Hazardous Materials Information System (WHMIS) or similar laws applicable to the food services. The Contract Supervisor must advise the Contractor as to the required location within the premises for the Material Safety Data Sheets.

6.6 Written Materials

All menus and signs provided or made visible to any Customers or potential Customers in connection with the food services must be approved by the Contract Supervisor or CMT prior to their use.

6.7 Health and safety

The Contractor must adhere to all aspects of applicable health and safety legislation. DND may require any member of the catering staff to provide a medical certificate at any time if there is an applicable medical concern related to the food services Contract. Costs and arrangements for medical examinations including X-rays and laboratory analyses are the responsibility of the Contractor.

6.8 Customer Feedback

The CMT will provide a customer feedback system and take follow-up action in accordance with incident register process detailed in appendix 14B.

7. Personnel

7.1 Personal Availability

The following standards apply:

The Site Manager and Kitchen Supervisor may be required to be available at the site fourteen (14) days prior to commencement of the contract to organize and set up operations with the CMT;

The Site Manager or qualified alternate must be available during daily meal service;

The Contractor must ensure the provision of sufficient qualified management and non-management personnel to efficiently operate the food services at all times; and

The Contractor must ensure that trained relief personnel are available to substitute for regular personnel during absence of personal for any reason whatsoever.

7.2 Contractor Responsibilities

The Contractor must:

provide an experienced Site Manager, as specified in the contract, who may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified;

provide an experienced Kitchen Supervisor, as specified in the Contract, who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual. The Kitchen Supervisor must be a fully qualified Red Seal Cook. The Kitchen Supervisor or a Red Seal qualified cook is required to taste test meals to ensure quality of meals; and

provide the catering staff to meet the CAF standards for meal production and service, hygiene, sanitation and general safety. Food service sanitation and safety specifications are outlined in Appendices 11 and 12;

provide Workplace Hazardous Materials and Information System (WHMIS) and fire prevention training to Contractors staff;

maintain personnel training, certification and qualification records on site and available for inspection by the CMT;

provide all personnel with clean, consistent and appropriate uniforms in sufficient quantities to permit a daily change. The Contractor is responsible for laundering these uniforms. The Contractor is responsible for the cleanliness and tidiness of the catering staff. At a minimum, the uniform must include a head covering, shirt or blouse, or pants. Uniform components must be coordinated and professional in appearance. The Contractor must ensure the use of the approved uniforms by its staff at all times. Personnel must also be provided with appropriate Personal Protective Equipment (PPE) by the Contractor, including, without limitation, disposable gloves and aprons;

instruct its personnel not to disclose, remove, photocopy or otherwise duplicate any information or assets belonging to DND found on the premises. The Contractor must at all times take all measures reasonably necessary including those set out in all instructions issued by the Contract Supervisor from time to time, for the protection of the same;

immediately give notice to the Contract Supervisor of any changes to the nature of the collective bargaining agreement between the Contractor and its personnel should this occur during the Term of the Contract. The Contractor must immediately give notice to the Contract Supervisor of any actual or potential labour dispute of which it has knowledge, which could or does threaten to delay or adversely affect the food services or other performance by the Contractor of its obligations hereunder. Notwithstanding the Contractor's right of exclusivity discussed above, the Contract Supervisor may, without incurring any liability whatsoever to the Contractor, its agents or employees, make arrangements to continue the food services by alternate means during any period of interruption.

7.3 Personnel Screening:

The Contractor will be responsible for screening all potential employees. All costs of screening are the responsibility of the Contractor. DND reserves the right to verify compliance at any time during the period of this Contract.

7.4 Mandatory Personnel Requirements:

Site Manager:

The Contractor must provide the services of a Site Manager who will be the manager of the contracted staff for the whole duration of the requirement and responsible for overseeing all operations as detailed in the contract. The Site Manager also serves as the primary point of contact for the CMT. The Site Manager may also act as the Kitchen Supervisor when the total number of daily diners is less than 150. If acting as Kitchen Supervisor, the Site Manager must be Red-Seal Certified.

The Site Manager must have a minimum of three (3) years' experience of relevant experience within the past five (5) years for food and food services contracts of comparable scope and size.

Kitchen Supervisor(s):

The Contractor must provide an experienced Kitchen Supervisor who must supervise the catering staff and participate in preparation and service of meals. When the total number of diners in any one ration-day equals or exceeds 150, then the Site Manager and Kitchen Supervisor may not be the same individual.

The Kitchen Supervisor must be a fully qualified Red-Seal Cook (<http://www.redseal.ca/trades/c.4.4k@-eng.jsp>).

A Red Seal Cook is required on the premises during production and service to monitor quality assurance in accordance to applicable references.

The Kitchen Supervisor must have a minimum of three (3) years' experience of relevant experience within the past five (5) years for food and food services contracts of comparable scope and size.

All other kitchen and catering staff:

All kitchen personnel and staff handling or serving food must hold a valid BC Food Safe Level 01 certificate or recognized equivalent from The BC Centre for Disease Control at (<http://www.bccdc.ca/NR/rdonlyres/79AF3F81-2DB7-4449-8863-BD816D757E99/0/FoodHandlerTrngCourseEquivtoFS.pdf>)

All Contractor Staff

In addition to the above-noted requirements, and upon request, the Contractor must submit to the CMT the following documents for all personnel:

- a. Proof of Workplace Hazardous Material Information System (WHMIS) training;
- b. Copy of Criminal Record Check.

8. Responsibilities of DND

8.1 Existing buildings

Provide and maintain existing food service building structures to the extent that they currently exist by:

- a. maintaining all grounds in the vicinity of the food service building structures. Providing facilities in a ready and sanitary condition;
- b. providing locks, keys, window grills, bars and other safeguards for the custody of food and equipment deemed advisable by the CMT and satisfactory to the Contractor; and
- c. provide copies of standing orders, fire orders, operating and maintenance instructions for food services facilities and Contractors staff quarters;

8.2 Equipment and Small Wares

DND will:

- a. provide copies of standing orders, fire orders, operating and maintenance instruction for kitchen equipment;
- b. provide all existing equipment to the Contractor at the start of the Contract period. DND will purchase any replacement equipment required throughout the Contract period in the event that it is jointly determine that the existing equipment needs replacement, subject to budget approval.
- c. provide all existing small wares (including crested wares and silver for mess functions) to the Contractor at the start of the Contract period.
- d. provide tableware (china, earthenware, glassware, cutlery, flatware and plastic ware) in amounts to cater to the number being fed.
- e. provide tablecloths for dining rooms, used for special functions.
- f. provide maintenance service for DND kitchen facilities equipment.
- g. ensure the Contractor and the CMT will meet at the outset of the Contract to verify the equipment and inventory. Existing equipment and small wares must be returned to DND in its original condition and quantities at the conclusion of the Contract. In the case of equipment, crested wares and silver, this is subject to normal wear and tear.
- h. at the expiration of the Contract, at DND's sole discretion, the food and paper items which are in inventory the day of the hand-over may be purchased by DND. DND retains the right to decline to purchasing the Contractor's inventory (in which case the Contractor is entitled to remove same), with no further obligations for that inventory by DND to the Contractor.

8.3 Pest control

DND will:

- a. be responsible for all pest control at the premises; and
- b. rodent/pest control compounds with equipment.

8.4 Cleaning and Sanitation

The responsibilities of DND with respect to the normal and customary cleaning of the food services facilities will be as follows:

- a. Kitchens and Serveries: DND will be responsible for maintaining all areas of existing kitchens and serveries higher than three meters and for grease traps and ventilation ducts in existing facilities;
- b. Dining areas: DND will be responsible for the cleaning of all existing dining areas above three meters, for carpet shampooing, stripping and refinishing of tile floors, and for the cleaning of window coverings. DND will also be responsible for the cleaning of public washrooms; and
- c. Refuse, Organic Waste and Recycling: DND will arrange for the removal of garbage, organic waste and recycling from the designated locations.

8.5 Building Services for Existing Operations

DND will:

- a. provide any building services including water, heat, light, electrical power, fuel for kitchen equipment, plumbing, gas and air conditioning required at existing facilities and shall be responsible for all related charges, subject to the condition that the food service operations demonstrate compliance with energy conservation measures.
- b. provide adequate storage facilities and removal services for swill and kitchen refuse.

8.6 Transportation of Goods

DND will provide drivers and vehicles for the transportation of rations and other food items from kitchen and for carrying food to field or other locations for the service of meals as required in Appendix 10.

Appendix 1 – Quality of Food Services

1. The Contractor must:
 - a. provide meals (including dispersed meals) and snacks in accordance with FQS Annex E, Menus and Menu Patterns as supplied by CFB Esquimalt Base Foods. Subject to the consent of the CMT and the Contract Supervisor, only minor modifications to the menus are acceptable, providing that no additional cost is incurred by the DND. Proposals for permanent menu item changes must be sent to the Technical Authority for review and approval. The menu patterns must be followed and comparable standards must be maintained;
 - b. ensure that all food preparation/cooking follows:
 - (1). standardized recipes ([Annex I](#)); and
 - (2). takes place as close as possible to actual time of consumption;
 - c. conduct its services in accordance with the National Standardized Cycle Menu and the Canada Food Guide for Food Service Industry <http://www.hc-sc.gc.ca/fn-an/food-guide-aliment/index-eng.php>;
 - d. present a sufficient quantity of each menu item to satisfy the Minimum Portion Size requirements at Appendix 4. An adequate quantity of each selection on the menu must be prepared to ensure that last diners have the same choice as the first;
 - e. provide a menu board by each serving table and one outside the main door (3 Menu boards);
 - f. provide efficient and pleasant service to the diner according to the meal service schedule, contained in the requisition;
 - g. receive and store food supplies properly in accordance with "Food Safety Code of Practice", "The Sanitation Code for Canada's Food Services Industry", and ensure foods are used on a first-in, first-out basis, and minimize wastage; and
 - h. adhere to CAF Food Quality Standards (Annex E) when procuring rations.
 - i. To ensure compliance with Federal standards for food safety and food grades, as per current legislation, including the *Meat Inspection Act and Regulations*, meat inspection shall meet the **Federal** standard. The procurement of meat or meat products from provincially or municipally inspected facilities is **not** acceptable.
 - j. Meat and meat products suppliers must be licensed and inspected by the CFIA to meet the Federal standard. A list of suppliers meeting this standard can be found at [Canadian Food Inspection Agency - Food of Animal Origin - Federally Registered Meat Establishments](#).

Appendix 2 – Standard Meal Entitlement Pattern For Dispersed Meals

Dispersed meals must be produced using foods that travel well and can tolerate being held at the required temperature for reasonable periods of time in approved CAF containers. A card indicating the amount per serving (for example, pork chop - 1; boiled potato - 2 pieces; cookies - 2) must accompany each meal.

The quantity for main protein dish and starch choice must be **10% greater** for dispersed/infrequent hot meals than for regular meals served in the dining room.

Hot meals must offer the standard items as described in Table A-2 below.

Vegetarian box lunches must contain a minimum 23-29 grams of protein, which can be achieved in a variety of ways including protein sandwich replacements (e.g. egg salad sandwich), salads (e.g. bean salad), and snacks (e.g. nuts, cheese).

Table A-1: Standard Meal Entitlement Pattern for Hot Meals

Breakfast	Lunch / Supper
Same as Regular meal pattern	Soup Main protein dish Starch item Vegetable Tossed salad, coleslaw and assorted raw vegetables Fresh fruit One prepared or baked dessert Bread or rolls and butter or margarine Two beverages Appropriate condiments

Cold meals, shall offer the standard items as described in Table A-2 below.

Table A-2: Standard Meal Entitlement Pattern for Cold Meals

Box Breakfast	Box Lunch /Supper
1 fruit (1 piece or 175 ml canned fruit) 1 juice (250 ml) Individual cereal with 250 ml milk 2 Eggs Breakfast meat (45 grams), cheese (30 grams) or yogurt (175 ml) 2 breakfast bread products. (Note: at least one bread product must be whole grain). -Condiments (Note: a breakfast wrap (115 grams) may be used in place of egg, breakfast meat and bread product.)	-2 sandwiches - 1 of sliced solid meat (90 g meat, less than 5 grams of fat and less than 1,000 mg of sodium per serving) and 1 with a mixed filling (110 grams filling) Or 1 sandwich with a mixed filling e.g. tuna, salmon, egg, etc. (110 grams filling) and 1 solid meat item with a roll (90 grams meat less than 5 grams of fat and less than 1,000 mg of sodium per serving) Or 1 cold plate with sliced meats that are from a <u>federally inspected source and CFIA approved</u> , with 2 rolls (90 grams meat) (Note: at least one bread product must be whole grain.) -Vegetable salad and assorted raw vegetables (125 ml) (Note: if salad is rice, pasta or potato, and additional serving of vegetables must also be provided.)

Box Breakfast	Box Lunch /Supper
	<p>-Condiments including at least 1 low-calorie/reduced fat condiment (e.g. mustard)</p> <p>-Fresh or canned fruit (1 piece fresh or 175 ml canned)</p> <p>-1 dessert or pocket supplement (e.g. granola bar or cookies) IAW portion size standard</p> <p>-1 milk and 1 juice (250 ml each). Milk may be substituted with another juice of a different variety. Note: canned pop and bottled water are not permitted.</p> <p>Note: potato chips and chocolate bars are not permitted.</p>

Note: The following condiments/accompaniments must be included in each box lunch:

- (1). box lunch box/bag;
- (2). plastic fork;
- (3). plastic spoon;
- (4). plastic knife;
- (5). paper napkin;
- (6). individual salt;
- (7). individual pepper;
- (8). individual mustard portion;
- (9). individual mayonnaise portion; and
- (10). vegetable sticks will have an individual ranch dressing portion.

Appendix 3 – Standard Meal Item Availability Table

Appendix 3A – Healthier Choice Entrées

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
BREAKFAST		
Fruit	6 - 8 varieties IAW season	May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required. Canned fruit: in fruit juice, water or light syrup. Fresh, frozen without added sugar.
1 Healthier Choice Breakfast Item	One of Hot cereal, or Muffin, Breakfast Sandwich, or Breakfast Parfait. (Counts as choice in corresponding menu category, i.e healthier choice muffin counts as one of Baked Bred Products)	Healthier Criteria: Hot cereals: 1 serving (175ml) <ul style="list-style-type: none"> Sodium: 140mg Sugar: No added sugar Sweetener: No added sweetener Fibre: Minimum of 3 grams Fat: No more than 30% of calories from fat Muffins: <ul style="list-style-type: none"> Fat: No more than 30% of calories from fat Fibre: A minimum of 2.5g Breakfast Sandwiches: <ul style="list-style-type: none"> Fat: Less than 15 g Trans fat: 5% or less of total fat Sodium: A maximum of 800 mg Fibre: A minimum of 3g Breakfast Parfait: <ul style="list-style-type: none"> Fibre: A minimum of 2g of fibre Sugar: Less than 21g (lactose accounts for approx. 12g, fruits for 4.5g and granola for 4.5g)
Entrée	Eggs any style; Cereals: 5 varieties Cold; 1 hot variety; and 1 breakfast entrée	Cooked with little or no fat. A minimum of 4 varieties must have: <ul style="list-style-type: none"> a minimum of 3 grams of fibre; a maximum of 12 g of sugar (may exceed 12 g of sugar if high fibre cereal containing dried fruit); Contains 10% or more of the DV of one of vitamin A, C E, calcium, magnesium, potassium or iron; and No more than 30% of calories from the total fat. Hot cereal with no added sugar (may include instant hot cereal mix with no sugar e.g. Instant Regular Oatmeal). E.g. pancakes, French toast, waffles, etc. (during preparation use ½ whole grain or whole wheat flour or use whole grain whole wheat toast).

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
Meats	<p>1 - 2 hot breakfast meats; and</p> <p>2 cold meats or 1 cold meat and 1 meat spread</p>	<p>E.g. bacon, ham, sausage, back bacon.</p> <p>One meat must be:</p> <ul style="list-style-type: none"> Lean meat (less than 5 g fat/serving or less than 10% DV for fat/serving); and Reduced sodium varieties or less than 480 mg/serving.
Cheese/Yogurt	<p>2-3 varieties of cheese; and</p> <p>4 varieties of yogurt</p>	<p>To include a minimum of 2 with:</p> <ul style="list-style-type: none"> Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and At least 15% of DV for Calcium/175g. <p>To include a minimum of 2 with M.F. 2% or less and 10% DV of Calcium</p>
Starch	1 - 2 breakfast starch items	<p>E.g. baked beans, potatoes.</p> <p>Both choices to be prepared with little or no fat..</p>
Vegetable	1 breakfast vegetable	E.g. sliced tomatoes, stewed tomatoes, etc.
Bread Products	<p>1 – 3 baked products; and</p> <p>2 - 4 varieties of sliced bread</p>	<p>E.g. bagels, English muffins, muffins, sweet buns, etc.</p> <p>One of 3 must be freshly baked.</p> <p>One must be:</p> <ul style="list-style-type: none"> whole grain containing a minimum of 2.5 g of fibre per serving. <p>One must be low-fat/high fibre containing:</p> <ul style="list-style-type: none"> less than 30% of calories from fat; and a minimum of 2.5 g of fibre per serving). <p>Minimum of 50% of choices offered must be:</p> <ul style="list-style-type: none"> whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient.

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
Beverage	<p>3 hot beverages;</p> <p>Fruit juice: 2 - 3 varieties;</p> <p>Vegetable juice/blends: 1 - 2 varieties;</p> <p>Dairy (2 - 3 varieties);</p> <p>Optional: fruit flavoured drinks; and (0 - 2 varieties)</p> <p>Non-dairy beverages, up to 2 varieties, if required</p>	<p>Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.</p> <p>All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail. One choice must be less than 480mg sodium/250ml.</p> <p>A minimum of one must be skim milk or 1% M.F.</p> <p>If provided, to include a maximum of 2 flavours.</p> <ul style="list-style-type: none"> • Shall contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion. <p>Fortified Lactose-free containing calcium, vitamin D and vitamin A. E.g. soy beverage, etc.</p> <p>Note:</p> <ul style="list-style-type: none"> • Where potable water is available, bottled water shall not be provided; • Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and • Single item hot beverage dispenser products are not authorized.
Condiments	<p>2 types of spreads; and</p> <p>3 - 5 varieties jam/jellies</p> <p>plus:</p> <p>-honey</p> <p>-syrup</p> <p>-butter and/or margarine</p> <p>-ketchup</p> <p>-mustard</p> <p>-mayonnaise</p> <p>-hot sauce</p> <p>-meat sauce (e.g. HP, Plum Sauce, BBQ sauce etc.</p>	<p>E.g. peanut butter, chocolate nut spread, cheese spread, etc.</p> <p>Offer a variety or regular and reduced sugar/fat varieties.</p> <p>Condiments should match the entrées provided.</p>
LUNCH AND SUPPER		

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
Starch	2 starch items	<p>One at either lunch or supper must be</p> <ul style="list-style-type: none"> • whole grain with at least 1.5 to 2 g of fibre, • low sodium; and • low-fat . <p>NSCM recipes will meet these criteria.</p> <p>When two choices are offered that do not the above criteria, one must be prepared with little or no fat</p>
Vegetables	2 cooked vegetables	<p>At least one prepared with little or no fat or salt.</p> <p>Offer at least one dark green and one orange vegetable daily Mat J4 Food Svcs website provides a list of Dark Green and Orange vegetables. Vegetable mixes containing dark green or orange vegetable do not meet the criteria unless they are on the list provided on the Mat J4 Food Svcs website.</p>
Salads	Salads	Selection of salads as per the Salad Bar standard below.
Fruit	6- 8 varieties IAW season	<p>May include a maximum of 2 canned and 1 dried varieties. The remainder should be ripe and cut when possible/required. Canned fruit: -in fruit juice, water or light syrup. Fresh, frozen without added sugar.</p>
Dessert	<p>1-2 prepared desserts;</p> <p>1-2 baked desserts;</p> <p>Optional -Ice cream/frozen yogurt (1 - 2 flavours); and</p> <p>Yogurt (4 flavours)</p>	<p>At least one healthier prepared dessert containing (according to nutrition label for prepared products) <u>Must meet at least 3 of the following:</u></p> <p>Calories:</p> <ul style="list-style-type: none"> • <u>No more than 200 calories (with no more than 30% of calories from fat)</u> • <u>Trans fat: A maximum of 2% of total fat</u> • <u>≤ 10% calories from saturated fat</u> • <u>Fibre: A minimum of 2g</u> • <u>≤ 10g of sugar</u> • <u>Sodium: No more than 200mg</u> • <u>At least ½ serving of fruit/vegetables</u> <p>Mat J4 Food Svcs will provide some recipes/pre-prepared products that meet these standards.</p> <p>At least one healthier baked dessert containing 2g fiber or more. Mat J4 Food Svcs will provide some recipes.</p> <p>To include a minimum of two with M.F. 2% or less and 10% DV of calcium.</p>
Bread Products	<p>2 - 4 varieties of sliced bread; and</p> <p>1 - 2 types of specialty bread products</p>	<p>Minimum of 50% of choices offered must be whole grain with a minimum of 2.5 g of fibre per slice. Choose items that list the grains as the first or second ingredient</p> <p>E.g. bagels, pita bread etc.</p> <p>One choice must be whole wheat containing a minimum of 2.5 g of fibre per serving. The Mat J4 Food Svcs website provides a list of common whole grain products.</p>

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
Beverage	<p>3 hot beverages;</p> <p>Dairy (2 - 3 varieties);</p> <p>Fruit juice (2 - 3 varieties);</p> <p>Veg juice (1 - 2 varieties);</p> <p>Non-dairy beverages, up to 2 varieties, if required;</p> <p>Optional: fruit flavoured drinks (0- 2 varieties); and</p> <p>Optional: pop (0 - 4 varieties)</p>	<p>Tea (regular, decaffeinated, herbal), Coffee (regular, decaffeinated) and Hot Chocolate.</p> <p>A minimum of one must be skim milk or 1% M.F.</p> <p>All fruit juice must be from 100% juice or juice concentrate No more than one fruit juice may have added sugar, such as cranberry cocktail.</p> <p>One choice must be less than 480mg sodium/250ml.</p> <p>Fortified Lactose-free containing calcium, vitamin D and vitamin A. E.g. soy beverage, etc.</p> <p>If provided, to include a maximum of 2 flavours.</p> <ul style="list-style-type: none"> Shall contain 24 - 48 mg of vitamin C per 100 ml of ready to serve portion. <p>If provided, to include a minimum of one low-calorie variety and a maximum of 4 flavours.</p> <p>Note:</p> <ul style="list-style-type: none"> Where potable water is available, bottled water shall not be provided; Canned soda pop, sports drinks, energy drinks, thirst quenchers, flavoured/sparkling/fortified bottled water products are not authorized; and Single item hot beverage dispenser products are not authorized.
Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
SALAD BAR (Offered during lunch and supper meals)		
Leaf Salads	<p>1 leaf salad without dressing; and</p> <p>Optional: 1 other salad that may contain dressing/ ingredients</p>	<p>Leafy salad greens/mixes only.</p> <p>E.g. Caesar salad, garden salad, etc.</p>
Raw Vegetables	6-8	E.g. radishes, green onions, celery sticks, carrot sticks, turnip sticks, sliced cucumber, tomato wedges, mushrooms, sliced zucchini, green/red pepper, broccoli, cauliflower, etc.
Marinated and /or Starch Salad	2 Vegetable, Bean, or Lentil; and 1 Starch	<p>Ensure a variety at each meal.</p> <p>At least one choice must contain:</p> <ul style="list-style-type: none"> less than 15% of calories from saturated and trans fat/100g; Less than 7.4g fat/100g; and Less than 240mg salt/100g. <p>Some healthier choice recipes will be provided</p>

Category	Meal Item Availability Standard	Definition/ Specification/ Healthier Choices based on grams, % Daily Value (DV) etc. as per product nutritional labels
Cheese	2-3 types of cheese	<p>At least one hard choice and one soft cheese choice.</p> <p>At least one choice must contain:</p> <ul style="list-style-type: none"> • Milk Fat (M.F.) 2% or less (Usually labelled low-fat, fat-free or made with skim milk); and • At least 15% of DV for Calcium/175g.
Vegetarian Protein	1 vegetarian protein choice	E.g. chick peas, other legumes, egg, hummus, tofu, etc. (this is in addition to the Vegetarian Protein Choice entrée)
Pickles/Olives	2 - 3 varieties of pickles/olives	E.g. olives, beets, onions, dill pickles, gherkin pickles, etc.
Condiments	<p>2 types of spreads; and</p> <p>plus:</p> <p>-honey -syrup -butter and/or margarine -ketchup -mustard -mayonnaise -hot sauce -meat sauce (e.g. HP, Plum Sauce, BBQ sauce etc.</p>	<p>E.g. peanut butter, chocolate nut spread, cheese spread, etc.</p> <p>Offer a variety or regular and reduced sugar/fat varieties.</p> <p>No more than 3 types of meat sauce to be offered and will compliment the entrées provided.</p>

Appendix 3B – Snack Menu Pattern

1. Morning and Afternoon Snack:
 - a. One (1) beverage and one (1) food item per person must be served. At least two beverages and two food items must be offered and the selection must be varied from day to day;
 - b. Beverages may be tea, coffee, hot Chocolate, Chocolate milk, partially skimmed milk, fruit beverages; and
 - c. Food items may be fresh fruit, cookies, muffins, sticky/cinnamon buns, doughnuts, granola bars, cheese and crackers.
2. Evening Snack:
 - a. Beverages and two food items per person must be served;
 - b. Tea and coffee will be served as well as at least two of the following: partially skimmed milk, Chocolate milk, hot Chocolate, fruit beverage; and
 - c. Food items must include sandwich materials (see note) and a minimum of one of the following food items: fresh fruit, cookies, cakes, muffins, squares, pies, doughnuts, cheese and crackers.

NOTE: Sandwich material in bulk (butter, margarine, bread, rolls, cheese, cheese spread, cold cuts, peanut butter, jelly, jam) must be offered. Additionally the Contractor may serve (if available) cold leftovers from the day's regular service as a substitute for one of the food items during the evening snack.

Appendix 4 – Minimum Portion Size Standard

Portion Size Standard	
<i>Breakfast</i>	
Eggs, large	2 each
Ham/Back Bacon	45 g (raw)
Bacon	3 slices (40/48 slices per kg raw)
Sausages	2 each (12/500 g raw)
Hot cakes	2 X 90 ml ladles of batter
French toast	2 slices
Cereal w/milk - hot	175 ml (cooked) plus 125 ml of milk
- cold	Ind pkg or 250 ml plus 125 ml of milk
Cheese	30 g
Muffin	1 each (130 g)
Bagel	1 each (110 g)
Croissants	1 each (60 g)
Toast/bread	2 slices (each 35 g)
<i>Lunch and Supper</i>	
Soup	250 ml
Steaks and chops (bone in)	250g (raw)
Chicken pieces (bone-in)	275g (raw)
Steak (boneless)	225 g (raw)
Boneless meat/poultry	150 g cooked (180 g raw)
Fish (steaks, fillet)	150 g (raw)
Fish (battered)	150 g (cooked)
Stews	300 g (cooked) (250 ml ladle)
Casserole dishes	300g (cooked) (250 ml ladle)
Pasta w/ sauce (main entrée)	150 g of pasta, 175 ml of sauce
Three decker sandwich	1 each (90 g of meat total)
Hamburger	1 each (167 g raw)
Hot dog	80 g (2 ea @ 40 g or 1 ea @ 80 g)
Pizza	1 each (1/6 of a 40 cm diameter pizza) 240 g
Tacos	2 each
Burritos	1 each (150g)
Submarine (15 cm long)	1 each (90 g sliced meat or 110 g mixed filling)
Sandwich	1 each
Sandwich filling - salad	110 g
Sandwich filling - sliced meat	90 g
Sliced meat – for cold plate	90 g
Starch Item - potatoes, rice, pasta	125 g (cooked) (2 ea 125 ml spoon, 2 ea #16 scoop)
Vegetables	90 g (125 ml spoon)
Salad Items	6" bowl or 8" plate
Canned fruit	175 ml
Fresh fruit (individual)	1 each
Fresh grapes/berries/sliced fruits	125 ml or 90 g
Pudding	125 ml
Gelatin dessert	125 ml
Ice cream	125 ml
Fruit yogurt	175 ml

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Portion Size Standard	
<i>Lunch and Supper(continued)</i>	
Cake	1 piece (5 cm X 5 cm X 7 cm)
Pie	1 piece (1/8 of a 22 cm diameter pie)
Squares	1 piece (5 cm X 5 cm X 2.5 cm)
Cookies (7.5 cm diam.)	2 each
Cookies (12.5 cm diam.)	1 each
Doughnuts / Sweet Buns	1 each
Bread	1 slice (35 g)
Dinner Roll	1 each
<i>Beverages</i>	
Juice	250 ml
Milk (2%, 1%, skim, choc, non-dairy)	250 ml
Fruit Drinks	250 ml
Pop	250 ml
Hot Beverages	250 ml

Appendix 5 - THREE WEEK BOX LUNCH CYCLE MENUS

Week #1

Monday	Tuesday	Wednesday	Thursday
Tuna Salad on Brown Smoked Turkey on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on Multigrain Black Forest Ham on White Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Brown Salmon Salad on Cheese Bun Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham w/ Cheese on White Chicken Salad on Wrap Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Smoked Turkey on Brown Tuna Salad on White Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Pullman Ham on Whole Wheat Egg Salad on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Crab Salad on Brown Black Forrest Ham on Keiser Potato Red Delicious Apple Fudge-O-Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

Week #2

Monday	Tuesday	Wednesday	Thursday
Assorted Meat Sub Chicken Salad on Brown Asian Noodle Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Tuna Salad on Brown Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Egg Salad on White Roast Beef on Brown Potato Orange Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Salmon Salad on Brown Bologna w/ Cheese on Cheese Bun Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Chicken Salad on Kaiser Salami on Multigrain Macaroni Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad on Wrap Smoked Turkey on White Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Shaved Pastrami on Rye Egg Salad on Brown Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

Week #3

Monday	Tuesday	Wednesday	Thursday
Roast Beef on Brown Crab Salad on White Macaroni Red Delicious Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Montreal Smoked on Rye Chicken Salad on Cheese Bun Vegetable Sticks Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Smoked Chicken on Wrap Egg Salad on Brown Potato Orange Fudge- Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Honey Ham on Kaiser Salmon Salad on Brown Coleslaw Fruit Cup Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar
Friday	Saturday	Sunday	
Smoked Turkey on White Salmon Salad on Multi- Grain Asian Noodle Granny Smith Apple Oreo Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Roast Beef on Brown Chicken Salad Cheese Bun Vegetable Sticks Orange Choc Chip Cookies 2% Milk Tetra Juice Nutri-Grain Bar	Tuna Salad Kaiser Black Forest Ham Potato Red Delicious Apple Fudge-O Cookies 2% Milk Tetra Juice Nutri-Grain Bar	

Note: Use Appendix 2 Table A-2: "Standard Meal Entitlement Pattern for Cold Meals" when preparing box lunches.

Appendix 6 – Between Meal Food Entitlement Table

BETWEEN MEAL FOOD ENTITLEMENT TABLE
Any one of the following food and/or beverage items can be issued as one BMA IAW Portion Size Standard
Coffee or tea, plus cream or milk, plus sugar, plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Hot Chocolate beverage mix plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Fruit beverage powder plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Iced tea mix plus individual plain cookie pkg (oatmeal, social tea, digestive, or other plain biscuit)
Soup, individual canned or instant package plus individual soda cracker pkg
Individual cheese pkg plus individual soda cracker pkg
Fruit juice
Fresh fruit (orange, apple, pear, peach, banana, etc.)
Cereal or granola bar
Individual higher calorie cookie pkg (shortcake, Chocolate chip, oatmeal Chocolate chip, cream-filled, fruit and nut cookies, or fig newton)

Note: High-energy bars, sports drinks or other meal replacement beverages are not included as a standard BMA.

Appendix 7 – Workplace Refreshment (WR) Entitlement Table

Refreshments available to personnel in their workplace, up to a maximum of two issues per person per 24 hour period. The standard portion size is 250 ml per issue (reconstituted).

WORKPLACE REFRESHMENT ENTITLEMENT TABLE
Any of the following beverage items can be provided as a refreshment:
Coffee or tea, plus cream or milk, plus sugar
Hot Chocolate beverage mix
Iced tea mix
Fruit beverage powder drink mix

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Appendix 8 – Opening and Closing Dates by Location

ALBERT HEAD				
KITCHEN OPENING AND CLOSING DATES				
	Kitchen/Mess	Building	OPENING DATE/MEAL	CLOSING DATE/MEAL
A	Kitchen	1015	Year round	Year round

Appendix 9 – Certified Daily Ration Entitlement

DND Personnel (Note 1)	DINER STRENGTH (2)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only		x 0.2	
Lunch only		x 0.4	
Dinner only		x 0.4	
Total Ration Day Strength (3)			

Note 1:

In accordance with contract definitions, a "ration" also includes 3 snacks (for a full-day), and shall also include pro-rata provision of snacks for less-than full ration value diners.

Note 2:

Diner Strength as provided by DND in Daily Meal Forecast at Appendix 10

Note 3:

Total Ration Day Strength used to determine the applicable Firm Ration Day Charge / Pricing Tier at Annex B

Determination of Total Ration Day Strength and Ration Day Strength Category in accordance with Certified Daily Ration Entitlement

Example 1:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals		x 1.0	
Breakfast only	20	x 0.2	4
Lunch only	140	x 0.4	56
Dinner only	200	x 0.4	80
Total Ration Day Strength (2)			140

Example 2:

DND Personnel (Note 1)	DINER STRENGTH (1)	RATION VALUE	ENTITLEMENT
All meals	20	x 1.0	20
Breakfast only		x 0.2	
Lunch only	120	x 0.4	48
Dinner only	180	x 0.4	72
Total Ration Day Strength (2)			140

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Remark: When multiple Daily Meal Forecasts (DMFs) are being issued for a single calendar servicing date (e.g. to identify various group of participants), the applicable Ration Day Strength Category / Pricing Tier will be based on the combined Total Ration Day Strength.

Example 3: If three (3) Daily Meal Forecasts of 140 Ration Day Strength each are being issued for the same servicing date, the combined Total Ration Day Strength is 420 and the applicable Ration Day Strength Category will be 251 – 499.

Appendix 10 – Daily Meal Forecast

Sample of Daily Meal Forecast to be submitted to Contractor at least 48 hours in advance of meal service requested date

CFB Esquimalt - Albert Head Ration Request Form										
Unit:										
OPI / POC:										
		Fund	CC	GL	IO					
Tel:		COMMITMENT # :								
Date	Breakfast		Lunch		Supper		Dispersed Meal			
Example -	# PERs	Ex Cal	# PERs	Ex Cal	# PERs	Ex Cal	Meal Type	# of Per	Total	Disp.
D/M/Y	60	1.5			60	1.5	BL / L	60	54	60
									0	0
									0	0
									0	0
									0	0
									0	0
									0	0
									0	0
									0	0
Special Instructions:										
DEMANDED BY (OPI) SIGNATURE : _____ Date: _____										
AUTHORIZED BY (CO) SIGNATURE : _____ Date: _____										
CONTRACT MANAGER SIGNATURE: _____ Date: _____										
<p>Legend:</p> <ol style="list-style-type: none"> 1. Extra Calories - state 1.5 or 2 Rations. This will determine if you require more than then 1 serving size. 2. Minimum Charge for diners is 15 personnel. 3. Dispersed Meal - BL for Boxlunch or HB for Haybox Meal and B for Breakfast, L for Lunch, S for Supper. 4. BMA is to be included in Special Instructions. 5. Customer to fill out Green Shaded Area's Only. 6. If Food Requirement is over 15 days. Customer must submit two separate pages. 										

Appendix 11 – Sanitation and Safety Requirements

1. The Contractor must comply with the following standards of food services sanitation and safety throughout the duration of the Contract. These standards, based on the Sanitation Code for Canada's Food Service Industry, CFAO 34-12, CFAO 34-13 and Chapter 5 (Food Services Sanitation) of A-85-269-001/FP-001, CF Food Services Manual, are set out as a series of statements of fact.

2. Safe Food Handling:

a. Food Reception:

- (1). goods are free of signs of spoilage, adulteration & filth upon delivery;
- (2). frozen foods are received in the frozen state; and
- (3). perishable foods are delivered in refrigerated vehicles;

b. Food Storage:

- (1). foods are properly stored immediately upon receipt;
- (2). refrigerated foods are stored at 4°C (40°F) or lower;
- (3). frozen foods are stored at -18°C (0°F) or lower;
- (4). in the refrigerator, uncooked (raw) foods are stored on the shelf below the cooked (prepared) food items;
- (5). all foods are covered and stored on racks or pallets 15 cm (6 inches) from the floor;
- (6). dry foods are stored in a clean, well ventilated area; and
- (7). fridge/freezers are equipped with a calibrated thermometer and temperatures are recorded daily;

c. Food Preparation:

- (1). food preparation is done in quick, efficient manner;
- (2). food is prepared just in time for service;
- (3). separate cutting boards/utensils are used for cooked and raw foods;
- (4). foods are thawed under refrigeration;
- (5). foods are kept out of the "Danger Zone" 4-60°C (40-140°F) as much as possible;
- (6). hot foods are held at 60°C (140°F) or higher;
- (7). cooked meats/poultry are held at 60°C (140°F) for no more than two hours (batch cooking is the norm);
- (8). cooked meats/poultry are held at 4°C (40°F) for no more than seventy-two hours;
- (9). fresh meat/poultry which has been cooked, chopped or minced is used within two days;
- (10). fresh meat cuts are held at 4°C (40°F) or less for no longer than five days;
- (11). cooked fish is held a 2°C for no more than two days;

- (12). fresh eggs are not served uncooked;
- (13). fresh eggs are stored at 4°C;
- (14). milk and milk products are stored at 4°C or lower;
- (15). outdated food/drink items are discarded;
- (16). custards, fillings and puddings are held at 4°C for no more than two days, if not served under refrigeration, leftovers are discarded;
- (17). food mixtures containing poultry, eggs, meat, fish or other potentially hazardous items are held at 4°C for no more than one day;
- (18). cooked fruits/vegetables are held at a temperature of 4°C for no more than 48 hours while open cans of the same are held for no more than 72 hours;
- (19). fresh fruits and vegetables are stored under refrigeration;
- (20). open fats and oils are stored under refrigeration; and
- (21). prepared foods are dated prior to storage.

3. Personnel:

a. General:

- (1). all staff must be given training in sanitation procedures prior to the start of commencing work in support of this Contract;
- (2). all staff handling and/or preparing food are to be Food Safe Level 1 qualified;
- (3). follow-up in-service sessions are held throughout the Contract so as to maintain a high standard in compliance with the regulations as defined herein and in the sanitation code; and

b. Personal Hygiene:

- (1). personnel appear to bathe daily and use deodorant;
- (2). hair and beards are clean and covered by a hair net and or hat;
- (3). hands are washed frequently - prior to starting work, after using the toilet facilities, after any type of break, after coughing, sneezing or touching the face, after handling raw foods and before handling potentially hazardous foods;
- (4). correct hand washing procedures are followed;
- (5). fingernails are kept short, clean and neatly trimmed;
- (6). ladles, lifters, tongs and scoops are used when handling foods;
- (7). hands are not used as serving tools;
- (8). plastic gloves are worn when employees have a cut, burn or abrasion on their hands; and
- (9). personnel are not eating foods in the kitchen and/or serving areas;

c. Uniforms:

- (1). Neat and clean uniforms are worn by all foodservices personnel;

- (2). professional laundering service for the staff uniforms is provided by the Contractor.

4. Equipment

a. Equipment cleaning standards:

- (1). all food contact surfaces used for the preparation, service, display or storage of food, except cooking surfaces are cleaned and sanitized after each use;
- (2). cooking surfaces used throughout the day are kept free of waste food material or grease and are scraped and cleaned after each use;
- (3). all other surfaces are cleaned at regularly scheduled intervals;
- (4). special attention is directed to the cleaning and sanitizing of cutting/chopping boards and meat slicers. These items are cleaned and sanitized after each use;
- (5). large equipment is cleaned after each use, while equipment which is used less frequently is cleaned and sanitized before and after each use;
- (6). small equipment such as can openers, mixers and kitchen knives are cleaned and sanitized on a regular basis; and
- (7). the exterior surfaces of all equipment, serving areas and utensils are cleaned regularly and kept free of all marks, spills and debris; and

- b. Equipment Cleaning Schedule: A cleaning schedule is to be employed by the Contractor. A guide is available - refer to Appendix 11A attached.

5. Facilities:

a. General:

- (1). doors and screen are kept closed to prevent the entrance of insects and rodents;
- (2). floors are kept free of spills and debris at all times;
- (3). staff locker/washrooms are kept clean and adequately supplied with hand soap, nail brushes, paper towels, etc;
- (4). hand-washing facilities are kept clean and stocked with soap, nail brushes and paper;
- (5). mops, brooms, buckets and cleaning supplies are available in adequate quantity and are properly stored when not in use;
- (6). racks are used for the drying and storage of all pots and utensils; and
- (7). walls, especially those behind sinks and cooking or mixing equipment and shelves used for air drying, are cleaned and sanitized regularly;

- b. Dining Room/Serving Area:
- (1). dining tables are cleared and washed immediately after each meal;
 - (2). chair and table legs are washed on a weekly basis;
 - (3). floors are swept after meal service and kept free of marks, spills and debris;
 - (4). floors are washed as required but at least daily;
 - (5). cold and hot serving equipment is cleaned after each meal and checked for proper temperatures before each meal; and
 - (6). condiment containers are cleaned regularly;
- c. Dishwashing/Pot Washing:
- (1). this area is cleaned after each meal;
 - (2). dishwasher cleaned and descaled as outlined in the cleaning schedule; and
 - (3). dishwasher temperatures are checked regularly to ensure temperatures of 60-70°C (140-150°F) and 80-90°C (176-194°F) are met for wash and rinse cycles;
- d. Garbage
- (1). garbage is removed from the kitchen/dining area as required and at end of each meal period;
 - (2). wet garbage (swill/organic waste) is placed in compost bins which are kept covered and stored in a garbage refrigerator or in a suitable place until pick-up;
 - (3). dry garbage is stored in garbage bags;
 - (4). broken glass etc. is placed in separate containers;
 - (5). all garbage containers are covered when not in immediate use; and
 - (6). cans are cleaned and sanitized inside and out after each meal, in an area separate from food production or food storage;
- e. Dry Storage:
- (1). all dry storage areas are kept neat, clean and organized;
 - (2). storage containers, shelves and floors are cleaned regularly; and
 - (3). all open food containers are tightly covered and elevated from the floor surface;
- f. Preparation/Production:
- (1). this area is kept clean and sanitized at all times;
 - (2). all food scraps are discarded rapidly and food is not left standing out at room temperature;
 - (3). all equipment in this area is cleaned and sanitized as per posted cleaning schedules;
 - (4). hoods and vents are cleaned as required;
 - (5). overhead pipes, windows, ceiling and walls are cleaned regularly; and
 - (6). floors are kept free of spills at all times;

g. Refrigerators/Freezers:

- (1). foods are organized, all food is covered;
- (2). time expired leftovers and/or spoiled food items are discarded;
- (3). spills, food debris, empty containers etc., are not visible; and
- (4). floors are washed daily;

h. Hallways:

- (1). hallways are kept clean and clear of all debris and empty cartons/boxes;
- (2). floors are swept and mopped daily; and
- (3). walls and baseboards are cleaned regularly.

Appendix 11A – Basic Equipment Cleaning Instructions and Schedule

WHAT	HOW	WHEN
Ranges	Scrape deposits off grill top using blunt scraper	Daily
	Clean debris from grease trap/tray.	
	Polish grill surface & wipe w/a cloth	
	Oil grill lightly using salad oil	
Bake/roast ovens	Clean boiled over foods immediately.	Daily
	Brush and wipe out oven area.	
	Clean outside of ovens with detergent and a soft brush or cloth.	
	Clean with oven cleaner as directed.	
Deep fat Fryer	Cool fat and drain the fryer.	After each use (AEU)
	Filter fat by passing thru a mechanical filter or a cloth filter.	
	Clean baskets/strainer/entire fryer w/ hot water & detergent. Rinse well.	
	When ready to use refill with filtered fat and top up with fresh fat	
Mixers	Remove parts, wash, rinse and sanitize in the pot wash area	AEU
	Clean the stationary base parts.	
Tilting Skillet	Wash outside and inside fryer with hot water and detergent.	AEU
	Rinse surfaces with warm water and flush with a sanitizer	
Steam Cooker	Wash kettle immediately after use.	Daily
	clean inside & out w/ mild detergent	
	Rinse well, and sanitize	
Steam Table	clean pans, tops and sides with a mild detergent, rinse and sanitize	AEU
	Remove any particles and drain the water.	
	Remove scale on the inside of the water bath using a de-scaling compound	Weekly
Dish Washer	Open drain valves and empty tanks.	AEU
	Clean strainers and wipe excess water around the machine area	
	Scrub inside's tanks around pipes and outside area with brush	After supper
	Clean nozzles & detergent dispensers	
	Leave machine open to air	
	De-scale inside of machine	Weekly
Slicer	Unplug machine, remove parts	AEU
	Wash, rinse and sanitize	
	Clean remainder of machine	
Vegetable Peeler	Remove hopper cover & abrasive disc	AEU
	Clean with water and a stiff brush	
	Rinse and replace cover and disc	
	Clean trap	

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WHAT	HOW	WHEN
Rotary Toaster	Brush out crumbs & clean retain tray	After breakfast
	Wipe and clean exterior surface.	
Can Openers	Wash, rinse and sanitize	Daily
	Clean & remove debris from blade	
Juice Dispenser	Clean handles, faucets, drip trays storage tanks, covers and all exterior surfaces	After each meal (AEM)
Milk Dispenser	Clean and sanitize all dispenser parts	AEM
	Wipe clean interior surfaces	
	Clean milk spills immediately	
Coffee Urns	Rinse w/ hot water before use	Weekly
	Brush inside with hot water	
	Rinse until water runs clean	
	Clean faucet and pipe leading to the centre of the urn	
	Use a de-stainer as directed	
	De-scale water jacket monthly	

Appendix 11B – Sanitation Evaluation Checklist

Camp/Organization > Carried out by >	DATE TIME COMPLETED	Comments
TASKS		
1 Table tops are clean		
2 Condiment containers are clean		
3 Floors are free of debris and spills		
4 Beverage dispenser drip trays are clean		
5 Steam table/serving areas is clean		
6 Hot foods are covered in steam table		
7 Dessert/cold food items are properly displayed/refrigerated		
8 Appropriate serving utensils available on serving line & buffet		
KITCHEN AREA		
9 a) Counter/preparation area(s) are clean		
b) Cutting Board(s) are clean		
c) Meat slicer(s) are clean		
d) Deep fat fryer(s) are clean		
e) Pots, dishes and utensils are clean		
f) Walls are clean		
g) Floor are clean		
10 Traffic areas are free from clutter		
11 Fridge/freezer temperatures are recorded		
12 Store rooms are well organized and food is safely stored		
13 In fridges, all food items are properly covered and dated		
14 Foods are not left out at room temperature		
15 Garbage containers are all covered		
16 Wet/dry garbage cans in preparation areas emptied frequently		
17 Doors have intact screens-are kept closed when not in use		
PERSONNEL		
18 Staff are dressed in clean uniforms		
19 Hairnets/hats are used by staff		

Appendix 12 – Hygiene and Sanitation (CFAO 34-13)

GENERAL

1. The spread of certain infectious diseases may be attributed to inadequate hygiene practices or conditions in food service areas. The measures contained in this order are designed to prevent the spread of these diseases and must be observed by military personnel, civilian Contractors and civilian employees who are employed as food services personnel in DND establishments.

DEFINITIONS

2. This order "food services personnel" means those persons who are employed in:
- the handling, processing, serving or storage of food; or
 - the cleaning of food service areas or food dispensing equipment.

CONSTRUCTION

3. A satisfactory standard of sanitation in food services shall begin with a building that is properly designed and constructed to be free of conditions that are hazardous to food and service. This includes the planning of space to provide adequate room for each operation and adequate separation of operations to reduce the possibility of food contamination.

4. Floor shall be constructed of a smooth, slip-resistant, non-absorptive and non-flaking or peeling material. The flooring surface material should be carried up the wall for at least six inches. Any floor that is cleaned by water flushing or receives water discharges must be suitable sloped to a drain.

5. Wall and ceiling surfaces must be of hard, smooth non-absorbent and easily cleaned material that is capable of withstanding high humidity conditions. Joints must be tight and sealed to eliminate harbourages for insects.

6. An adequate supply of potable hot and cold water must be provided. Steam supplies, where used directly on food or food contact surfaces, must be clean and non-toxic. The use of live steam produced by the central heating plant is not recommended for this purpose since the steam cannot be guaranteed clean or non-toxic. Potable water lines must be separate from, and installed so as to prevent any cross-connection with sewage or non-potable water lines.

7. Floor drains must be trapped, vented and sealed into the floor surface and should be provided with grilles which can be easily removed to allow cleaning.

8. Adequate lighting must be provided for all food service areas. The recommended levels of illumination for these areas are contained in Annex A to CFMO 40-60.

9. Ventilation systems must conform to fire regulations and be designed so as to prevent a back flow of contaminating material on to food or food preparation surfaces from vents or hoods. Air intakes should be designed to prevent the entrance of dirt, dust and insects. Filters must be removable and cleaned at regular intervals, and systems must be kept free of grease and dust accumulation.

10. Washrooms and personnel locker or changing rooms must be structurally separated from food storage, handling, preparation and serving areas. Separate facilities must be provided for male and female personnel.

11. Staff washrooms must have an adequate supply of hot and cold water, soap, nail brushes, and single service disposable towels or an approved hand drying device.

GARBAGE DISPOSAL

12. Food wastes and garbage are a source of food contamination and odors and attract insects and rodents. Since these wastes must be handled, stored or removed in such a way as to prevent food contamination or nuisances, the following measures must be taken.

- a. Food services establishments should be provided with refrigerated garbage storage rooms, otherwise adequately ventilated and screened garbage rooms must be made available;
- b. Garbage must be held in leak-proof, non-absorptive, easily-cleaned containers with tight fitting lids, garbage cans should be lined with plastic garbage bags to facilitate cleaning; and
- c. Adequate facilities must be provided for washing and sanitizing garbage containers after each use. Whenever possible a can washer-sterilizer unit should be installed.

PEST CONTROL

13. The prime consideration in the prevention of insect or rodent infestation in food service areas is cleanliness. Infestation will occur in food service areas unless particular attention is paid to building maintenance, garbage disposal, cleaning and sanitizing, and storage of food.

14. The following measures, in addition to those prescribed at paragraphs 5, 9, 12, 16, 17 and 26, must be taken to prevent insect or rodent infestation:

- a. Cleanliness in all areas, including corners and behind the equipment, is mandatory;
- b. All food must be properly covered and stored; and
- c. Tight fitting window screens and self-closing screen doors must be provided for all food service areas during the fly season.

15. If insect or rodent infestation occurs, the following measures apply:

- a. Cleanliness must be emphasized. Chemical control by the use of pesticides will not be effective unless the infested premises are kept scrupulously clean; and
- b. Pest control procedures must be carried out in accordance with CFAO-34-46 & CFMO 36-03.

EQUIPMENT AND UTENSILS

16. All equipment and utensils must be of a design that is easily cleaned and be constructed of an approved material that is durable and resistant to corrosion.

17. The following measures must be observed in the installation and maintenance of equipment:

- a. Non-mobile equipment must be either sealed onto the floor or mounted on legs with a minimum six-inch clearance between the floor and the base of the equipment. The sides

& back of this equipment must be either sealed into adjacent walls or installed with an eight-inch clearance to enable cleaning; and

- b. Wooden topped preparation tables, meat blocks and cutting boards must be kept clean and in good repair. Items with splits or open cracks must be repaired or replaced. Locally made plywood cutting boards must not be used.

18. All chipped or cracked plastic ware or crockery, and other utensils or heavy equipment items which have surface damage rendering them difficult to sanitize must be replaced. Plastic ware which lost the glaze finish must be replaced.

19. Personnel must not carry their filed utensils into static dining rooms: they must use the plates and cutlery normally provided in these facilities.

CLEANING AND SANITIZING

20. Since food is easily contaminated it is imperative that:

- a. all equipment and utensils be cleaned and sanitized at regular intervals;
- b. all food-contact surfaces be cleaned and sanitized after each use;
- c. cooking surfaces be kept free of waste food material and be scraped and cleaned daily on completion of use;
- d. infrequently used or stored equipment be cleaned and sanitized before use; and
- e. utensils and equipment, when sanitized, be air dried and stored in a clean place to prevent recontamination.

21. One of the following methods of washing and sanitizing must be used for all food and beverage dishes and other equipment.

- a. Mechanical Dishwashing Method:
 - (1). remove all food debris by pre-washing or scraping.
 - (2). the wash water must contain the detergent provided by DND and be maintained at a temperature between 120°F (49°C) and 140°F (60°C.); and
 - (3). rinse water must be maintained at a min temperature of 180°F or 82°C;
- b. Manual Dishwashing Method:
 - (1). normally, three-compartment sinks or sanitary containers will be provided where space limitations prohibit the installation of three-compartment sinks, two two-compartment sinks may be used with the prior approval of NDHQ/Surgeon General;
 - (2). remove all food debris by pre-washing or scraping;
 - (3). wash the utensils in the first sink or container, using the detergent supplied by Contractor. The water must be maintained at a minimum temperature of 110°F or 44°C;

- (4). in a three-compartment unit rinse the utensils in clean water in the second sink or container. The water must be maintained at a minimum temperature of 110°F or 44°C. In a two compartment unit the second sink must be used for both the clean water rinse and as a sterilization compartment and the sterilization procedure must be the same as prescribed in subparagraph (5);
- (5). Sterilize in the third sink or container by:
 - a. immersing the utensils for at least two minutes in a solution of not less than 100 ppm available chlorine (see subparagraph c(1)) or for at least 30 seconds in a quaternary ammonium solution (see subparagraph c(2)), and in either case the solution must be maintained at a minimum temperature of 100°F or 44°C;
 - b. immersing the utensils for at least two minutes, using a wire basket, in clean water maintained a minimum temperature of 180°F or 82°C; and
 - c. oversized and Electrical Equipment: Equipment that cannot be processed in accordance with subparagraphs a or b, e.g. oversized equipment or electrical appliances, must be cleaned with a warm detergent solution, sanitized and rinsed with clear water.

22. The following are recommended as sanitizing agents:

- a. Chlorine solution. A 100 ppm (parts per million) available chlorine solution is produced by adding one half ounce of ten percent sodium hypochlorite (NSN 6810-21-572-1850) to a gallon of cool water.
- b. Quaternary Ammonium solution. A satisfactory sanitizing agent may be produced by adding two ounces of quaternary ammonium compound (NSN 6505-21-570-2100) to a gallon of cool water.

23. Regardless of the dishwashing method used, the sanitizing of dishes and other utensils must meet the recognized public health standards. The plate count must not exceed 100 bacteria per article when tested in accordance with the Standard Plate Testing Utilizing the "swab" technique.

24. Normally, after sanitizing, the equipment and utensils must be air dried. However, where air drying is not possible, dish towels may be used, but it is essential that the towels be clean and used for this purpose only.

FOOD HANDLERS

25. As food services personnel can be carriers of disease organisms which contaminate food the following precautions must be taken:

- a. Civilians who are employed to prepare or handle food must be examined in accordance with CFAO 34-12; and
- b. Food services personnel who incur a common cold, sore throat, gastro-intestinal upset, skin rash or an infected cut or sore must;
 - (1). report to the person in charge of food services, and

- (2). be removed from food handling duties until approval has been obtained from a medical authority for their return to duty.

26. A high standard of personal hygiene is essential to prevent the transmission of infectious diseases through food. In order to maintain this standard, food services personnel must adhere to the following:

- a. While on duty they must wear clean outer garments provided for food service activities; however, this working dress must not be worn outside the food service establishment;
- b. They must avoid handling food with their hands, ladles, lifters, tongs or scoops should be used;
- c. Smoking, combing hair, applying cosmetics and changing clothing in food service areas are prohibited;
- d. All personnel with hair longer than collar length must wear a hair net. Beards worn by civilian food handlers must be kept short, clean and neatly trimmed; and
- e. Personnel must thoroughly wash their hands prior to starting work, and also after using the toilet facilities, handling raw foods, using a handkerchief, coughing or sneezing.

STORAGE AND REFRIGERATION

27. Food that does not require refrigeration or frozen must be stored:

- a. in clean, well-ventilated, rodent-proof areas;
- b. on racks or pallets with a minimum of six inches clearance from the floor to facilitate cleaning and pest control; and
- c. in unbroken packages or in closed containers to prevent insect contamination.

28. All refrigeration units such as domestic and walk-in refrigerators, deep freezers, cold top tables and sandwich displays must be maintained as follows:

- a. The interior surfaces, racks, and trays must be kept clean;
- b. Racks, shelves and trays must be of corrosion-resistant metal;
- c. Cooling coils must be defrosted regularly on units that are not equipped with automatic defrosting devices;
- d. Proper temperatures must be maintained; and
- e. An indicating thermometer, readily accessible for reading, must be located in each refrigerator, deep freeze and refrigerated food display counter.

29. Perishable foods, both cooked and uncooked, when not actually being used in the preparation of meals or being served, must be stored in accordance *Food Safety Code of Practice for Canada's Foodservices Industry*.

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30. During meal preparation and service, cold foods must be kept below 45°F (7°C) while hot foods must be maintained at a minimum of 140°F (60°C). Leftover food must be cooled rapidly to 45°F (7°C), loosely covered to prevent contamination, and stored in the refrigerator. Maximum storage periods for leftover foods must conform to recommended food service industry standards.

Appendix 13 – Contractor’s Semi-Monthly Invoice

The Contractor’s invoice will be supplied by DND. The format will be on a semi-monthly basis, individualizing each Food Service Request (Appendix 10). Below is an example of the DND invoice.

CONTRACTORS SEMI-MONTHLY INVOICE

NAME OF CAMP/ESTABLISHMENT: **Food Services - Albert Head Kitchen**

CONTRACT NO: [REDACTED] **GST #:** [REDACTED]

FIN CODE: [REDACTED] **Invoice No:** [REDACTED]

NAME OF CONTRACTING FIRM: [REDACTED]

BILLING PERIOD FROM : [REDACTED] **TO:** [REDACTED]

FSR #	Group	Date	Gross Amount	TOTAL
201608AH	Cadets	11/08/2016	\$3,225.00	\$3,225.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00
		-	\$0.00	\$0.00

TOTALS: \$3,225.00

CREDIT				\$0.00
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GROSS AMOUNT OWED TO CATERER: \$3,225.00

SUBTOTAL: \$3,225.00
 5 % GST : \$161.25
 TOTAL \$3,386.25
\$3,386.25

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Appendix 14 - Contract Incident Reporting

Appendix 14A – Catering Contract Incident Report

TO: Site MANAGER		INCIDENT REPORT	#
DATE AND TIME OF OBSERVATION		date>	time>
CAMP/ORGN		KITCHEN	
OBSERVATION(S)>			
OBSERVED BY	NAME	SIGNATURE	APPOINTMENT
		X	
		date>	time>
RECEIVED BY RESIDENT MGR		date>	time>
SIGNATURE OF RESIDENT MANAGER		<i>Copy is held on file at</i>	
X			

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Appendix 14B – Catering Contract Incident Register

TO: Site MANAGER		INCIDENT REPORT	#
DATE AND TIME OF OBSERVATION		date>	time>
CAMP/ORGN		KITCHEN	
OBSERVED BY	NAME	RANK	POSITION
OBSERVATION(S)>			
Site MGR advised Verbally/In writing by		date>	time>
SIGNATURE		NAME	RANK / POSITION
X			
<i>Copy received by</i>			
RES MGR X		date>	
OBSERVED CORRECTIVE ACTION TAKEN BY CONTRACTOR			
SIGNATURE		NAME	RANK / POSITION
X			
ADMINISTRATIVE PROCEDURES INITIATED			
SIGNATURE		NAME	RANK / POSITION
X			

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Appendix 15 – List of Kitchen Equipment Cost

ALBERT HEAD

Small Wares – includes pans, utensils, bowls, knives etc. – 40k

Major Equipment – includes ovens, stoves, steam lines and dish washer – 450K

Appendix 16 – Annual Rations Forecast 2016/2017

Appendix 16A – Food Services Rations Forecast 2016/2017

Total RCIS Ration (Sep – Jun)				3,500	
Air Cadet Sumer Training Center					
End-June to End-August				25,000	
Other Users (Sep-Jun)				5,000	
Total Rations Forecast – All Users				33,500	

Appendix 16B – Individual Dispersed Meals Forecast 2016/2017

RCIS Individual Dispersed Meals (Sep-Jun annually)				100	
Air Cadet Summer Training Center					
May					
June				4200	
July				4200	
Aug					
Other Users				1000	
Total Individual Dispersed Meal* - All Users				9500	

*Appendix 16B rosters individual dispersed meals. These meals are included in the Ration Days forecast (Appendix 16A). During the Cadet Summer Training Center service, approximately 90% of the Dispersed Meals are for lunches.

Appendix 17 – Night Snack Food Entitlement Table

The night snack must be available in the Dining Facility in accordance with the following table and the portion size standard

NIGHT SNACK FOOD ENTITLEMENT TABLE	
All of the following food and/or beverage items must be available as a night snack:	
Coffee or tea, plus cream or milk, plus sugar Hot chocolate beverage mix Iced tea mix Milk	
Soup, and soda crackers Bread, spreads (peanut butter, cheese spread, jam, etc.)	
Fresh fruit (orange, apple, pear, banana, etc.)	
Snack (e.g. muffin, breakfast bar, cookies, granola bar)	

UNDER ANNEX C – BASIS OF PAYMENT

ANNEX “B” - BASIS OF PAYMENT

Instructions (will be removed from resulting contract):

1. Bidders must submit their financial bid using the financial evaluation tables provided in this Annex.
2. Bidders must submit firm pricing for each period of the contract, including option years 1 and 2.
3. Failure to provide pricing for a service category, for a contract period, or failure to use the financial evaluation tables provided below will result in the bidder's financial bid being declared non-responsive and given no further consideration.
4. Estimated annual forecast provided is for financial evaluation purposes only and does not represent a commitment from Canada.
5. Financial bids will be evaluated in accordance with the evaluation procedures detailed under Part 4 of the solicitation document.
6. [Bidders are not required to complete the Evaluated Total column for their financial bid to be given further consideration.](#)

Pricing must be in Canadian Dollars and must include all associated delivery/shipping, labour, material, and food costs for all service categories indicated below for the provision of Food and Food Services as specified in Annex A, Statement of Work.

All Work to be performed under the Contract will be on an "as and when requested basis" using the Daily Meal Forecast (Refer to Appendix 10 of Annex A) or similar DND form.

The Work described in the Daily Meal Forecast must in accordance with the scope of the Contract and the applicable Basis of Payment as specified in the Contract.

The Contractor must not commence work until a Daily Meal Forecast authorized by DND has been received by the Contractor. The Contractor acknowledges that any work performed before a Daily Meal Forecast has been received will be done at the Contractor's own risk.

Applicable Taxes (GST/HST) are extra.

No other charges will be allowed.

1. Period of the Contract

The initial period of the contract is twelve (12) months from date of award with the irrevocable option to extend the term of the contract by two (2) additional one (1) year periods under the same conditions.

The Work is to be performed during the period of mid-June to end-August inclusive and 'as and when required' from September to May.

Initial Contract Period: From _____ to _____ *(Dates inserted at time of Contract award)*

Option Year 1: From _____ to _____

Option Year 2: From _____ to _____

The pricing for Option Years 1 and 2 will be subject to the Contract period extension being exercised under section 7.4.2 of Part 7 of the Contract.

2. Ration Values

The following ration values apply to each meal included in the Firm Ration Day Charge.

Table 2	Ration Day Strength Value
Breakfast, Lunch and Dinner	x 1.00
Breakfast only	x 0.20
Lunch only	x 0.40
Dinner only	x 0.40

In accordance with contract definitions, a 'ration' also includes three (3) snacks (for a full day), and must also include pro-rata provision of snacks for less-than full ration value diners.

3. Firm Ration Day Charge

The Contractor must offer a Firm Ration Day Charge, which includes all costs associated with the provision and service of breakfast, lunch, supper, and three (3) snacks for one (1) eligible DND Personnel.

Firm Ration Day Charges are inclusive of all labour, shipping, and food costs.

Any fraction of a Ration Day above a Ration Day Strength Category tier shall be deemed to be in higher category. For example, a day with a 50.5 Ration Day Strength shall be considered as in the 51 to 150 tier and the Contractor shall charge accordingly.

The percentage of an increase in portion size and quantity of food as detailed in section 3.4 of Annex A will be applied to the Firm Ration Day Charge stated below after determination of the applicable Total Ration Strength and Ration Day Strength Category.

Refer to Appendix 9 at Annex A for determination of applicable Ration Day Strength Category based on Daily Meal Forecast.

Table 3	Ration Day Strength Category	Annual Forecast	Firm Ration Day Charge (per Person)				Evaluated Total
			Est. Ration Days	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
	(a) - (b)	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]	
	15 - 50	5,000	\$	\$	\$	\$	
	51 - 150	3,000	\$	\$	\$	\$	
	151 - 250	2,000	\$	\$	\$	\$	
	251 - 499	3,500	\$	\$	\$	\$	
	500 and above	20,000	\$	\$	\$	\$	
3) Subtotal - Estimated Firm Ration Day Charges - Albert Head			\$	\$	\$	\$	

4. Dispersed Meal Surcharge

Dispersed meals must be charged as an additional cost to the Firm Ration Day Charge stated in Table 3, and must be charged on a per meal basis regardless of extra calorie and additional nourishment requirements.

Table 4	Annual Forecast	Dispersed Meal Surcharge (\$/Meal)				Evaluated Total
		Est. # of Dispersed Meals	Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]	
	9,500	\$	\$	\$	\$	
4) Subtotal - Estimated Dispersed Meal Surcharges - Albert Head		\$	\$	\$	\$	

5. Reception Service Charge

There is an estimated nine (10) receptions annually

Reception Pricing must be inclusive of all applicable labour, transportation, food costs, condiments and associated paper products.

Table 5	Reception Personnel Strength	Annual Forecast Est. Number of Receptions	Firm Reception Service Charge (per Person)			Evaluated Total
			Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
(a) - (b)	(c)	(d)	(e)	(f)	(a) * (c) * [(d)+(e)+(f)]	
25 - 50	4	\$	\$	\$	\$	
51 - 100	1	\$	\$	\$	\$	
101 - 150	0	\$	\$	\$	\$	
151 - 250	0	\$	\$	\$	\$	
251 and above	5	\$	\$	\$	\$	
5) Subtotal – Estimated Reception Service Charges – Albert Head						
\$						

6. Mess Dinner Service Surcharge

There is an estimated ten (10) Mess Dinners annually. Mess Dinner pricing is inclusive of applicable labour costs, and must be on a per person basis. As Mess Dinners normally replace a regular supper, the pricing is for the incremental labour costs associated with the set-up, the requirement for full table service, and the tear-down. As per the Statement of Work, the cleaning of linens shall remain the responsibility of DND.

Mess Dinner Service is as an additional cost to the Firm Ration Day Charge stated in Table 3.

Table 6	Est. total # of diners	Annual Forecast Est. # of Mess Dinners	Firm Mess Dinner Service Surcharge (Per Person)			Evaluated Total
			Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
(b)	(c)	(d)	(e)	(f)	(b) * (c) * [(d)+(e)+(f)]	
240	10	\$	\$	\$	\$	
6) Subtotal – Estimated Mess Dinner Service Surcharges – Albert Head						
\$						

7. Additional Labour Charges

Additional labour charges attributable to additional preparation, time and extended or special meal hours for dine-in buffets, and other social/operational functions, must be subject to the following rates. This rate shall not apply to Mess Dinners.
Additional Labour is defined as that labour which exceeds two (2) hours of service, when the function is served in lieu of a meal, OR all labour when the entire function is for an event served outside of the Operational Hours.
Such requests for additional labour must be at the request of DND.

The number of servers and length of function will be negotiated with the authority in charge of the function and billed to the same.

Table 7	Annual Forecast Est. # of Additional Hours	Firm Hourly Rate (per Person)			Evaluated Total
		Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
	(c)	(d)	(e)	(f)	(c) * [(d)+(e)+(f)]
	200	\$	\$	\$	\$
7) Subtotal – Estimated Additional Labour Charges – Albert Head \$					

8. Additional Food Charges

In the provision of service of Mess Dinners, BBQs, and other social functions falling outside of the Firm Ration Day Charge, the Contractor shall receive a firm mark-up percentage as specified below on all food items provided at the request of DND. The Contractor is responsible for providing all relevant invoices to support the food charges to be reimbursed.

Table 8	Annual Forecast Est. food charges before mark-up	Firm Mark-Up rate (%)			Evaluated Total
		Contract Period Ending _____	Option Year 1 Ending _____	Option Year 2 Ending _____	
	(c)	(d)	(e)	(f)	See Note 1
	\$4,000	_____ %	_____ %	_____ %	\$
8) Subtotal – Estimated Additional Food Charges – Albert Head \$					

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Note 1:

If the Mark-up rate offered is 2% for the Contract Period (d), 4% for Option Year 1 (e), and 5% for Option Year 2 (f), the evaluated total will be

$$= [(b) * [(1+(d))]] + [(b) * [(1+(e))]] + [(b) * [(1+(f))]]$$

$$= [\$4,000 * [(1+(2/100))]] + [\$4,000 * [(1+(4/100))]] + [\$4,000 * [(1+(5/100))]]$$

$$= [\$4,000 * 1.02] + [\$4,000 * 1.04] + [\$4,000 * 1.05] = \$4,080 + \$4,160 + \$4,200 = \$12,440$$

Total Evaluated Bid Price for Albert Head for the entire period of the contract (including option years 1 & 2) will be the sum of Sub-totals 3), 4), 5), 6), 7) and 8)

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UNDER ANNEX D – SRCL
Delete shown
Insert: (starts on next page)

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RELIABILITY

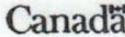
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LISTE DE VÉRIFICATION DES EXIGENCES RELATIVES À LA SÉCURITÉ (LVERS)

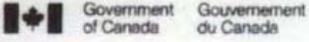
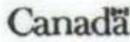
PART A - CONTRACT INFORMATION / PARTIE A - INFORMATION CONTRACTUELLE

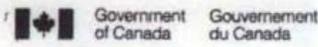
1. Originating Government Department or Organization / Ministère ou organisme gouvernemental d'origine DND	2. Branch or Directorate / Direction générale ou Direction RCN/CFB Esquimalt	
3. a) Subcontract Number / Numéro du contrat de sous-traitance	3. b) Name and Address of Subcontractor / Nom et adresse du sous-traitant	
4. Brief Description of Work / Brève description du travail Provide Food Services at Albert Head Kitchen		
5. a) Will the supplier require access to Controlled Goods? Le fournisseur aura-t-il accès à des marchandises contrôlées? <input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non / <input type="checkbox"/> Oui		
5. b) Will the supplier require access to unclassified military technical data subject to the provisions of the Technical Data Control Regulations? Le fournisseur aura-t-il accès à des données techniques militaires non classifiées qui sont assujetties aux dispositions du Règlement sur le contrôle des données techniques? <input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non / <input type="checkbox"/> Oui		
6. a) Will the supplier and its employees require access to PROTECTED and/or CLASSIFIED information or assets? Le fournisseur ainsi que les employés auront-ils accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS? (Specify the level of access using the chart in Question 7. c.) (Préciser le niveau d'accès en utilisant le tableau qui se trouve à la question 7. c.) <input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non / <input type="checkbox"/> Oui		
6. b) Will the supplier and its employees (e.g. cleaners, maintenance personnel) require access to restricted access areas? No access to PROTECTED and/or CLASSIFIED information or assets is permitted. Le fournisseur et ses employés (p. ex. nettoyeurs, personnel d'entretien) auront-ils accès à des zones d'accès restreintes? L'accès à des renseignements ou à des biens PROTÉGÉS et/ou CLASSIFIÉS n'est pas autorisé. <input type="checkbox"/> No / <input checked="" type="checkbox"/> Yes <input type="checkbox"/> Non / <input checked="" type="checkbox"/> Oui		
6. c) Is this a commercial courier or delivery requirement with no overnight storage? S'agit-il d'un contrat de messagerie ou de livraison commerciale sans entreposage de nuit? <input checked="" type="checkbox"/> No / <input type="checkbox"/> Yes <input checked="" type="checkbox"/> Non / <input type="checkbox"/> Oui		
7. a) Indicate the type of information that the supplier will be required to access / Indiquer le type d'information auquel le fournisseur devra avoir accès		
Canada <input type="checkbox"/>	NATO / OTAN <input type="checkbox"/>	
Foreign / Étranger <input type="checkbox"/>		
7. b) Release restrictions / Restrictions relatives à la diffusion		
No release restrictions / Aucune restriction relative à la diffusion <input type="checkbox"/>	All NATO countries / Tous les pays de l'OTAN <input type="checkbox"/>	
Not releasable / À ne pas diffuser <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Restricted to: / Limité à: <input type="checkbox"/>	Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	Restricted to: / Limité à: <input type="checkbox"/>	
Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	Specify country(ies): / Préciser le(s) pays: <input type="checkbox"/>	
7. c) Level of information / Niveau d'information		
PROTECTED A / PROTÉGÉ A <input type="checkbox"/>	NATO UNCLASSIFIED / NATO NON CLASSIFIÉ <input type="checkbox"/>	PROTECTED A / PROTÉGÉ A <input type="checkbox"/>
PROTECTED B / PROTÉGÉ B <input type="checkbox"/>	NATO RESTRICTED / NATO DIFFUSION RESTREINTE <input type="checkbox"/>	PROTECTED B / PROTÉGÉ B <input type="checkbox"/>
PROTECTED C / PROTÉGÉ C <input type="checkbox"/>	NATO CONFIDENTIAL / NATO CONFIDENTIEL <input type="checkbox"/>	PROTECTED C / PROTÉGÉ C <input type="checkbox"/>
CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>	NATO SECRET / NATO SECRET <input type="checkbox"/>	CONFIDENTIAL / CONFIDENTIEL <input type="checkbox"/>
SECRET / SECRET <input type="checkbox"/>	COSMIC TOP SECRET / COSMIC TRÈS SECRET <input type="checkbox"/>	SECRET / SECRET <input type="checkbox"/>
TOP SECRET / TRÈS SECRET <input type="checkbox"/>		TOP SECRET / TRÈS SECRET <input type="checkbox"/>
TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>		TOP SECRET (SIGINT) / TRÈS SECRET (SIGINT) <input type="checkbox"/>

TBS/SCT 350-103(2004/12)

Security Classification / Classification de sécurité
RELIABILITY



		Contract Number / Numéro du contrat	
		Security Classification / Classification de sécurité RELIABILITY	
PART A (continued) / PARTIE A (suite)			
8. Will the supplier require access to PROTECTED and/or CLASSIFIED COMSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens COMSEC désignés PROTÉGÉS et/ou CLASSIFIÉS?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
If Yes, indicate the level of sensitivity: Dans l'affirmative, indiquer le niveau de sensibilité:			
9. Will the supplier require access to extremely sensitive INFOSEC information or assets? Le fournisseur aura-t-il accès à des renseignements ou à des biens INFOSEC de nature extrêmement délicate?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
Short Title(s) of material / Titre(s) abrégé(s) du matériel: Document Number / Numéro du document:			
PART B - PERSONNEL (SUPPLIER) / PARTIE B - PERSONNEL (FOURNISSEUR)			
10. a) Personnel security screening level required / Niveau de contrôle de la sécurité du personnel requis			
<input checked="" type="checkbox"/> RELIABILITY STATUS COTE DE FIABILITE	<input type="checkbox"/> CONFIDENTIAL CONFIDENTIEL	<input type="checkbox"/> SECRET SECRET	<input type="checkbox"/> TOP SECRET TRÈS SECRET
<input type="checkbox"/> TOP SECRET - SIGINT TRÈS SECRET - SIGINT	<input type="checkbox"/> NATO CONFIDENTIAL NATO CONFIDENTIEL	<input type="checkbox"/> NATO SECRET NATO SECRET	<input type="checkbox"/> COSMIC TOP SECRET COSMIC TRÈS SECRET
<input type="checkbox"/> SITE ACCESS ACCÈS AUX EMPLACEMENTS	Special comments: Commentaires spéciaux:		
NOTE: If multiple levels of screening are identified, a Security Classification Guide must be provided. REMARQUE: Si plusieurs niveaux de contrôle de sécurité sont requis, un guide de classification de la sécurité doit être fourni.			
10. b) May unscreened personnel be used for portions of the work? Du personnel sans autorisation sécuritaire peut-il se voir confier des parties du travail?		<input type="checkbox"/> No Non	<input checked="" type="checkbox"/> Yes Oui
If Yes, will unscreened personnel be escorted? Dans l'affirmative, le personnel en question sera-t-il escorté?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
<i>UNSCREENED PERSONNEL MAY ONLY BE ON PUBLIC/RECEPTION ZONES</i>			
PART C - SAFEGUARDS (SUPPLIER) / PARTIE C - MESURES DE PROTECTION (FOURNISSEUR)			
INFORMATION / ASSETS / RENSEIGNEMENTS / BIENS			
11. a) Will the supplier be required to receive and store PROTECTED and/or CLASSIFIED information or assets on its site or premises? Le fournisseur sera-t-il tenu de recevoir et d'entreposer sur place des renseignements ou des biens PROTÉGÉS et/ou CLASSIFIÉS?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
11. b) Will the supplier be required to safeguard COMSEC information or assets? Le fournisseur sera-t-il tenu de protéger des renseignements ou des biens COMSEC?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
PRODUCTION			
11. c) Will the production (manufacture, and/or repair and/or modification) of PROTECTED and/or CLASSIFIED material or equipment occur at the supplier's site or premises? Les installations du fournisseur serviront-elles à la production (fabrication et/ou réparation et/ou modification) de matériel PROTÉGÉ et/ou CLASSIFIÉ?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
INFORMATION TECHNOLOGY (IT) MEDIA / SUPPORT RELATIF À LA TECHNOLOGIE DE L'INFORMATION (TI)			
11. d) Will the supplier be required to use its IT systems to electronically process, produce or store PROTECTED and/or CLASSIFIED information or data? Le fournisseur sera-t-il tenu d'utiliser ses propres systèmes informatiques pour traiter, produire ou stocker électroniquement des renseignements ou des données PROTÉGÉS et/ou CLASSIFIÉS?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
11. e) Will there be an electronic link between the supplier's IT systems and the government department or agency? Disposera-t-on d'un lien électronique entre le système informatique du fournisseur et celui du ministère ou de l'agence gouvernementale?		<input checked="" type="checkbox"/> No Non	<input type="checkbox"/> Yes Oui
TBS/SCT 350-103(2004/12)		Security Classification / Classification de sécurité RELIABILITY	
			



Contract Number / Numéro du contrat
Security Classification / Classification de sécurité RELIABILITY

PART C - (continued) / PARTIE C - (suite)

For users completing the form **manually** use the summary chart below to indicate the category(ies) and level(s) of safeguarding required at the supplier's site(s) or premises.
Les utilisateurs qui remplissent le formulaire **manuellement** doivent utiliser le tableau récapitulatif ci-dessous pour indiquer, pour chaque catégorie, les niveaux de sauvegarde requis aux installations du fournisseur.

For users completing the form **online** (via the Internet), the summary chart is automatically populated by your responses to previous questions.
Dans le cas des utilisateurs qui remplissent le formulaire **en ligne** (par Internet), les réponses aux questions précédentes sont automatiquement saisies dans le tableau récapitulatif.

SUMMARY CHART / TABLEAU RÉCAPITULATIF

Category Catégorie	PROTECTED PROTÉGÉ			CLASSIFIED CLASSIFIÉ			NATO				COMSEC						
	A	B	C	CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	NATO RESTRICTED NATO DIFFUSION RESTRIÉE	NATO CONFIDENTIAL NATO CONFIDENTIEL	NATO SECRET	COSMIC TOP SECRET COSMIC TRÈS SECRET	PROTECTED PROTÉGÉ			CONFIDENTIAL CONFIDENTIEL	SECRET	TOP SECRET TRÈS SECRET	
											A	B	C				
Information / Assets Renseignements / Biens Production																	
IT Media / Support TI																	
IT Lias / Lien Électronique																	

12. a) Is the description of the work contained within this SRCL PROTECTED and/or CLASSIFIED?
La description du travail visé par la présente LVERS est-elle de nature PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification".
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire.

12. b) Will the documentation attached to this SRCL be PROTECTED and/or CLASSIFIED?
La documentation associée à la présente LVERS sera-t-elle PROTÉGÉE et/ou CLASSIFIÉE? No / Non Yes / Oui

If Yes, classify this form by annotating the top and bottom in the area entitled "Security Classification" and indicate with attachments (e.g. SECRET with Attachments).
Dans l'affirmative, classifiez le présent formulaire en indiquant le niveau de sécurité dans la case intitulée « Classification de sécurité » au haut et au bas du formulaire et indiquez qu'il y a des pièces jointes (p. ex. SECRET avec des pièces jointes).

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VIC-6-39117

CCC No./N° CCC - FMS No/ N° VME

All other terms and conditions of the solicitation remain unchanged.